

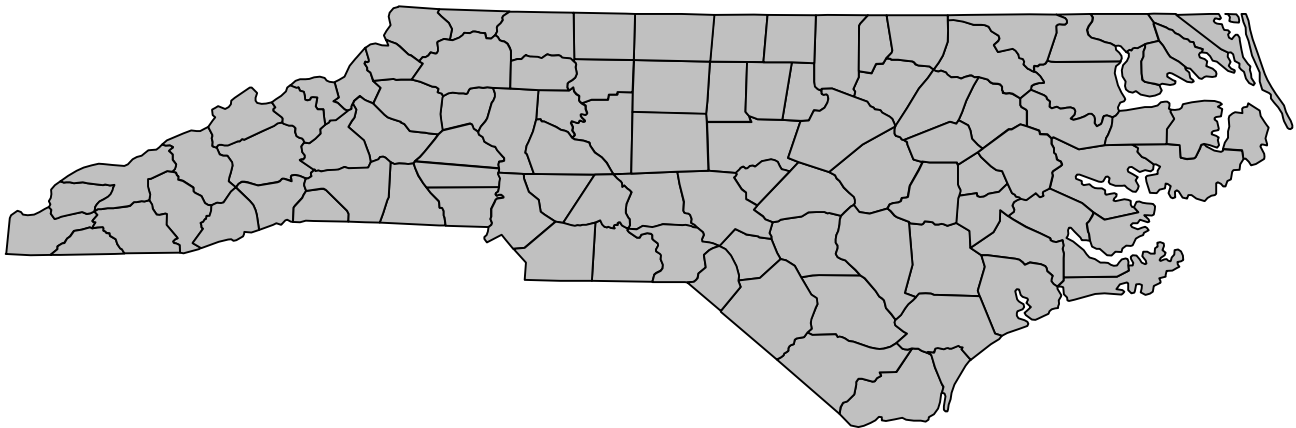
*North Carolina Division of Mental Health, Developmental
Disabilities, and Substance Abuse Services*

CONSUMER SATISFACTION REPORT

for Area Programs

April 2001

Based on Surveys Administered October 2000



Overall Satisfaction ♦ Access to Services ♦ Appropriateness of Services ♦ Assessment of Outcomes

Prepared by
Program Evaluation Branch
Advocacy, Client Rights, and Quality Improvement Section
Division of Mental Health, Developmental Disabilities, and Substance Abuse Services
North Carolina Department of Health and Human Services



Notes for Report

This report summarizes information from the Consumer Satisfaction Survey of the North Carolina Division of Mental Health, Developmental Disabilities, and Substance Abuse Services administered by area programs in October 2000. The objective of this report is to inform interested parties about levels of consumer satisfaction for the entire state and in local area programs. It is hoped that this information will be one source of data among many which can (1) provide a common base of knowledge for discussions about North Carolina's mental health, developmental disabilities, and substance abuse services system and (2) help support efforts at improving the quality of care being provided.

Surveying consumers for their perception of services being provided is one important means for assessing quality of care. Understanding varying levels of satisfaction by region, client characteristics or across time can point to areas where services have been effective or areas which may need attention. The Division's consumer survey complements other outcome instruments and administrative measures of quality. When viewed as one piece of a larger effort, the consumer satisfaction survey is an important tool in the efforts to better serve Division clients.

The Division has been conducting consumer satisfaction surveys since the fall of 1995. After research and comparison with surveys used in other states, the decision was made in 1998 to adopt the nationally recognized consumer survey developed for the Mental Health Consumer Oriented Report Card. This survey was developed by the Center for Mental Health Services (CMHS) in collaboration with representatives of the consumer community and the Mental Health Statistics Improvement Program (MHSIP). The consumer satisfaction survey measures satisfaction in four areas: overall satisfaction, access to services, appropriateness of services, and self assessment of outcomes.

Changes in Report

This report for the October 2000 survey follows previous reports in summarizing information by the entire state and by local area programs. Survey results for state institutions have not been included because a new institutional survey is being tested. This report includes results for different age groups, and comparisons over time to track progress. A number of changes have been made to the report in an effort to make the information more useful by matching the Satisfaction Survey with data from the Division's Client Data Warehouse. For the first time the report includes client demographics such as gender, race and clients' primary disability. This information should further help in identifying areas where efforts have been successful as well as areas which require attention. This report does not include results for four Area Programs, namely Mecklenburg, New River, Roanoke-Chowan and Wake as surveys were not received in time.

The process of improving the way in which consumer satisfaction survey data is gathered and reported will be ongoing. We invite you to contact staff who are working on the consumer satisfaction survey with your suggestions.

Staff to Contact

Administering and Processing the Survey





Data Operations Branch
Information Technology Section
Division of MH/DD/SAS
3019 Mail Service Center
Raleigh, North Carolina 27699-3019

Reporting and Analyzing the Survey Results

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How to Make Use of This Report

There is a lot of information contained in this report. To help make full use of it we offer the following suggestions.

-  Keep your purpose in mind. Not all of the information is likely to be of equal interest. Your focus may be on a particular area program or just on the issue of access to services or only on adolescents. By keeping your purpose in mind when reading this material, you can use the table of contents to narrow your search for information.
-  View this information as a starting point for further discussion on consumer satisfaction and quality improvement efforts. The data contained in this report will probably generate new questions for you. View this report as providing one means to get at issues of concern and not the final or only source. The information from the survey does not provide answers for why levels of satisfaction may be different.
-  At the top of each page is information to guide you. The top heading tells you what general area of consumer satisfaction is being looked at: overall satisfaction, access to services, appropriateness of services, or self-perception of outcomes. Below this will be a single sentence indicating what the table examines: area programs, data by age groups, etc. Finally, a brief paragraph will note the key findings from the table. All of this should help quickly orient you to each page.
-  When looking at the data, start with the overall averages for each domain: overall satisfaction, access to services, appropriateness of services, and self-perception of outcomes. The more detailed questions will provide more refined looks at each of these four major areas.

Key Findings Summary

There is a wealth of information in this report. This is a summary of the key findings from a statewide perspective.

- The vast majority of the consumers surveyed being served in the public mental health, developmental disabilities, and substance abuse services system in North Carolina indicated they were satisfied with the services being provided. Roughly nine of ten persons surveyed indicated agreement with positive statements about access to services, the appropriateness of services, and overall levels of satisfaction. A smaller majority, about three-fourths, indicated they felt they were making progress in getting along with others and functioning in society.
- Levels of satisfaction for area programs as a whole have remained stable from earlier surveys done in 1998 and 1999. However there are differences by individual area program.
- Generally speaking, adolescents are the age group who are the least likely to be satisfied, while parents of children under 12 are most likely to express satisfaction.
- It should be understood that this is a sample of those persons being served in the public system as it is now. It does not consider services which are not currently being provided nor does it survey persons who are not being served in the system.

*State of North Carolina Division of Mental Health,
Developmental Disabilities, and Substance Abuse Services*

Consumer Satisfaction Survey - Fall 2000

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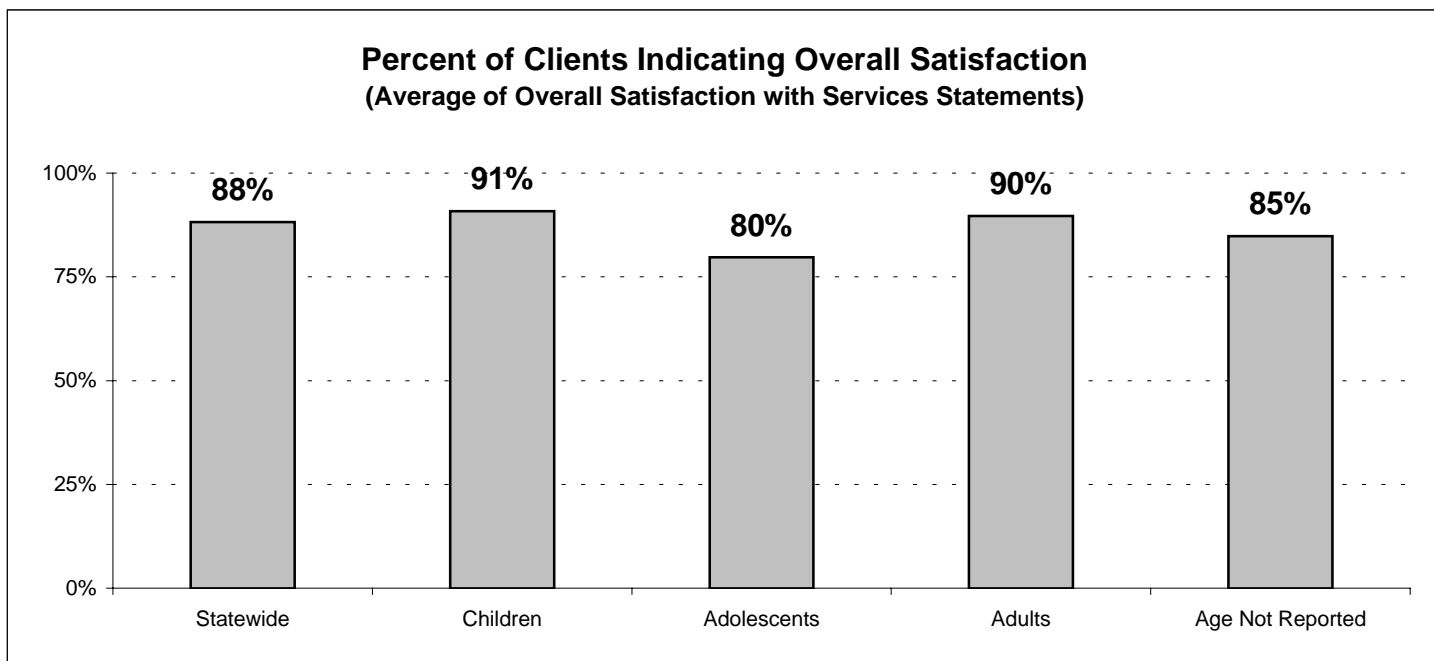
Overall Satisfaction with Services

Summary for North Carolina By Age

This table summarizes the overall levels of satisfaction for key age groups.

Roughly nine out of ten people surveyed indicated they were satisfied overall with their services and would choose to get services again from this agency or recommend the respective agency to others. Adolescents show up as less satisfied than other age groups though most are satisfied.

Consumers Surveyed October 2000	Overall Satisfaction with Services			
	Percent of Consumers Agreeing with Statement			
	I liked the services that I received	I would still choose this agency	I would recommend this agency to others	Average of Satisfied with Services
Statewide	91%	85%	89%	88%
BY AGE CATEGORY				
Young Children (Clients Under 12, Parent Responding)	93%	88%	91%	91%
Adolescents (Client Age 12-17)	84%	76%	80%	80%
Adults (Client Age 18+)	92%	86%	90%	90%
Age Not Reported	89%	79%	86%	85%



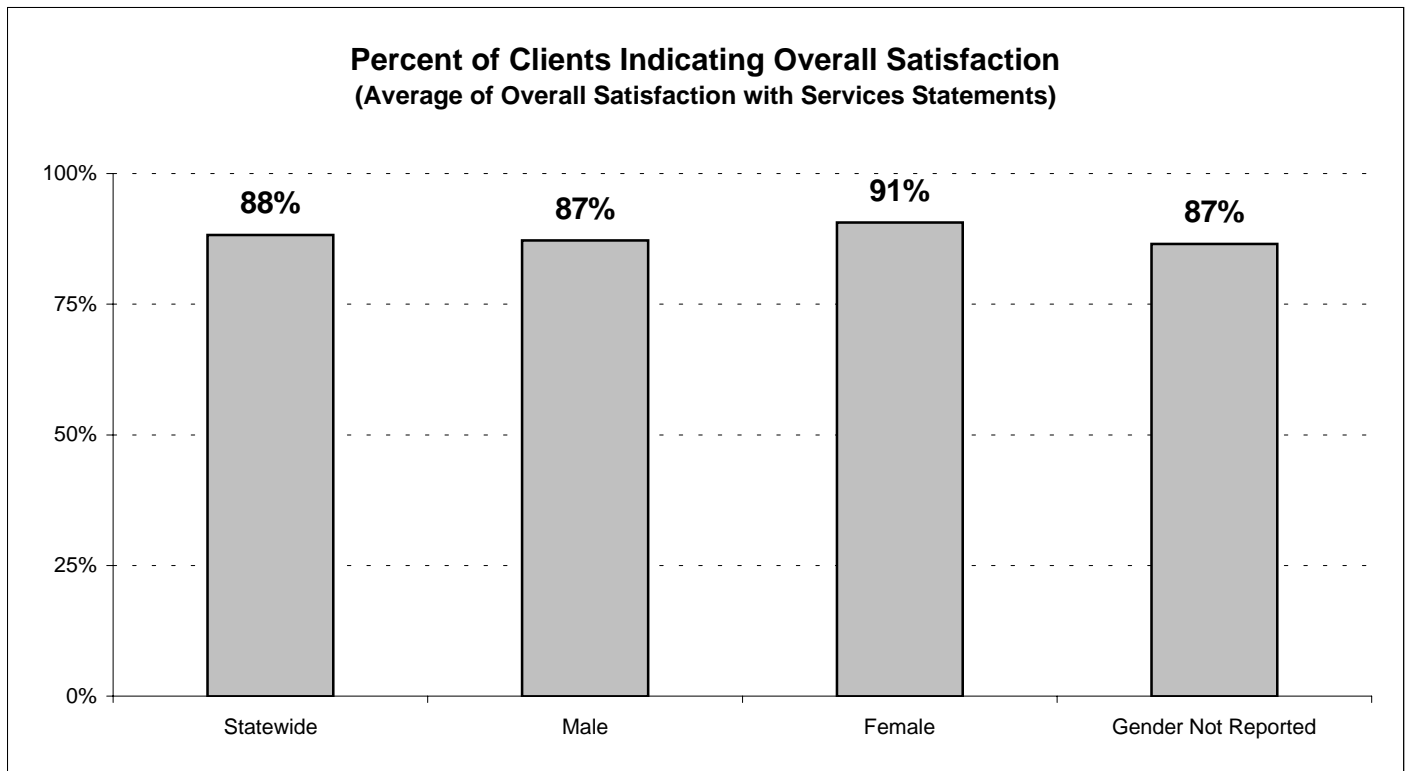
Overall Satisfaction with Services

Summary for North Carolina By Gender

This table summarizes the overall levels of satisfaction by gender

Roughly nine out of ten people surveyed indicated they were satisfied overall with their services and would choose to get services again from this agency or recommend the respective agency to others. Female respondents were slightly more likely to indicate overall satisfaction.

Consumers Surveyed October 2000	Overall Satisfaction with Services			
	Percent of Consumers Agreeing with Statement			
	I liked the services that I received	I would still choose this agency	I would recommend this agency to others	Average of Satisfied with Services
Statewide	91%	85%	89%	88%
BY GENDER				
MALE	90%	84%	87%	87%
FEMALE	93%	88%	91%	91%
Gender Not Reported	90%	82%	88%	87%



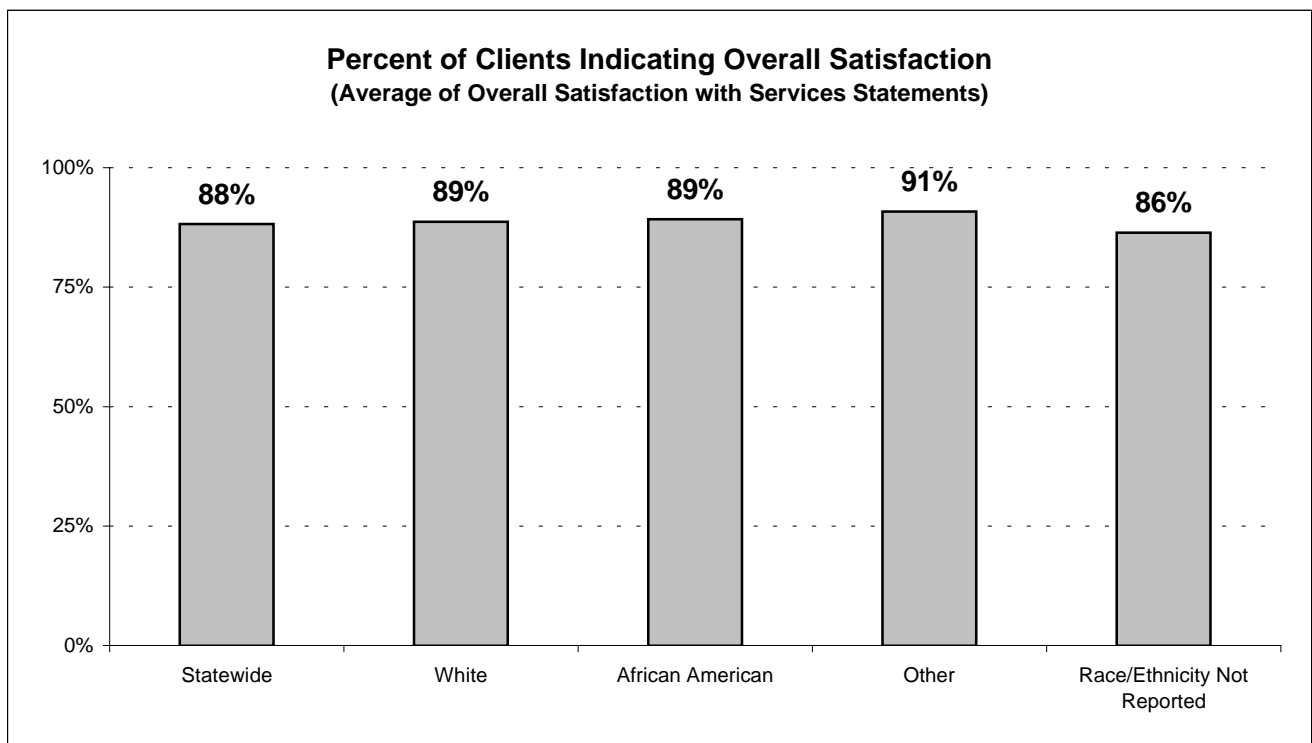
Overall Satisfaction with Services

Summary for North Carolina By Race and Ethnicity

This table summarizes the overall levels of satisfaction by race and ethnic groups.

Roughly nine out of ten people surveyed indicated they were satisfied overall with their services and would choose to get services again from this agency or recommend the respective agency to others. There were no significant statewide differences among different racial and ethnic groups with respect to the overall satisfaction with their services.

Consumers Surveyed October 2000	Overall Satisfaction with Services			
	Percent of Consumers Agreeing with Statement			
	I liked the services that I received	I would still choose this agency	I would recommend this agency to others	Average of Satisfied with Services
Statewide	91%	85%	89%	88%
BY RACE/ETHNICITY				
White	92%	85%	89%	89%
African American	92%	87%	89%	89%
Other (Hispanic, Native American, Asian and Other)	91%	90%	91%	91%
Race/Ethnicity Not Reported	90%	82%	87%	86%



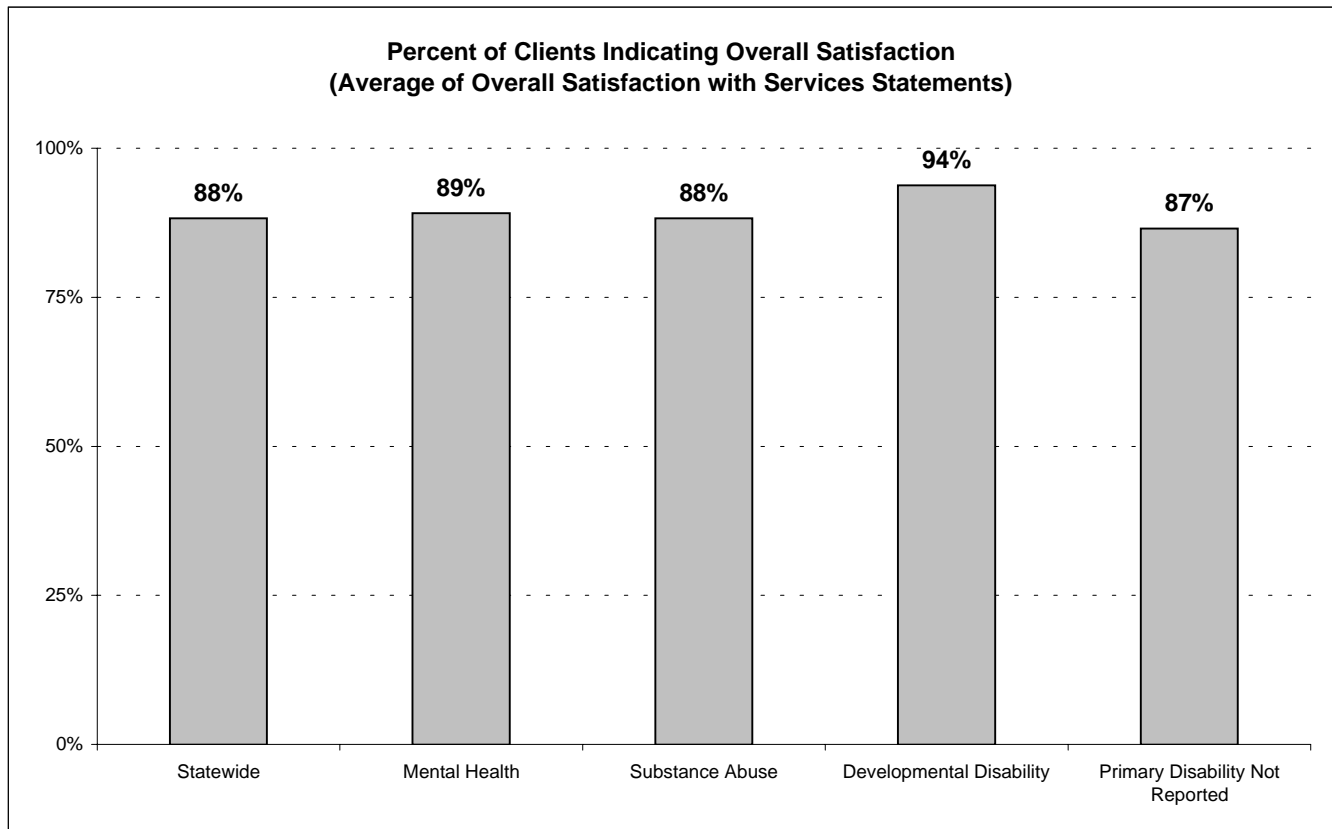
Overall Satisfaction with Services

Summary for North Carolina By Clients' Primary Disability

This table summarizes the overall levels of satisfaction by clients' primary disability

Roughly nine out of ten people surveyed indicated they were satisfied overall with their services and would choose to get services again from this agency or recommend the respective agency to others. The overall level of satisfaction with services was slightly higher for people with developmental disabilities.

Consumers Surveyed October 2000	Overall Satisfaction with Services			
	Percent of Consumers Agreeing with Statement			
	I liked the services that I received	I would still choose this agency	I would recommend this agency to others	Average of Satisfied with Services
Statewide	91%	85%	89%	88%
BY CLIENTS' PRIMARY DISABILITY				
Mental Health	92%	86%	89%	89%
Substance Abuse	89%	82%	88%	86%
Developmental Disability	97%	92%	94%	94%
Primary Disability Not Reported	90%	82%	88%	87%



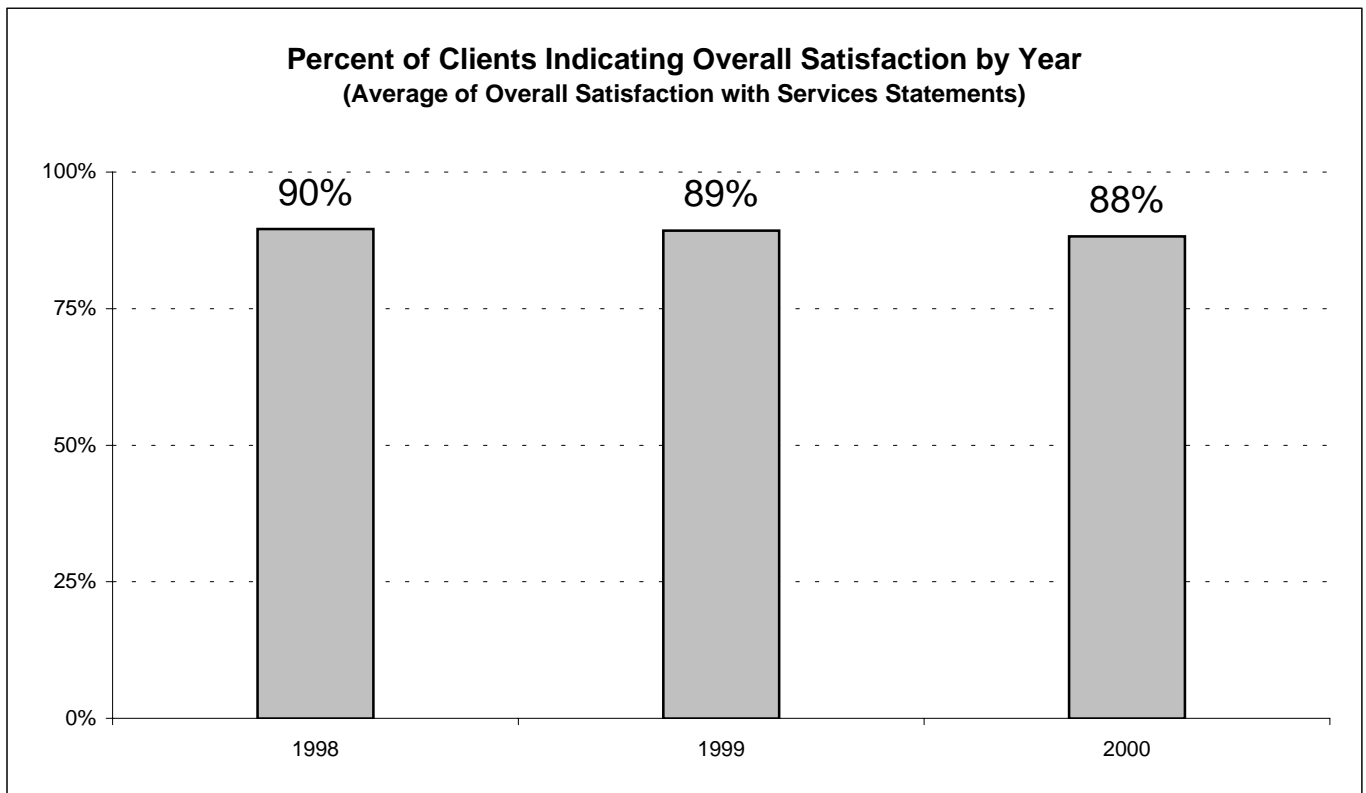
Overall Satisfaction with Services

Summary for North Carolina by Year

This table summarizes the overall levels of satisfaction for the state by year.

The overall levels of satisfaction have declined very slightly for area programs between 1998 and 2000.

Overall Satisfaction with Services			
Percent of Consumers Indicating General Satisfaction			
Consumers Surveyed October 2000	1998-Fall	1999-December	2000-October
Statewide	90%	89%	88%



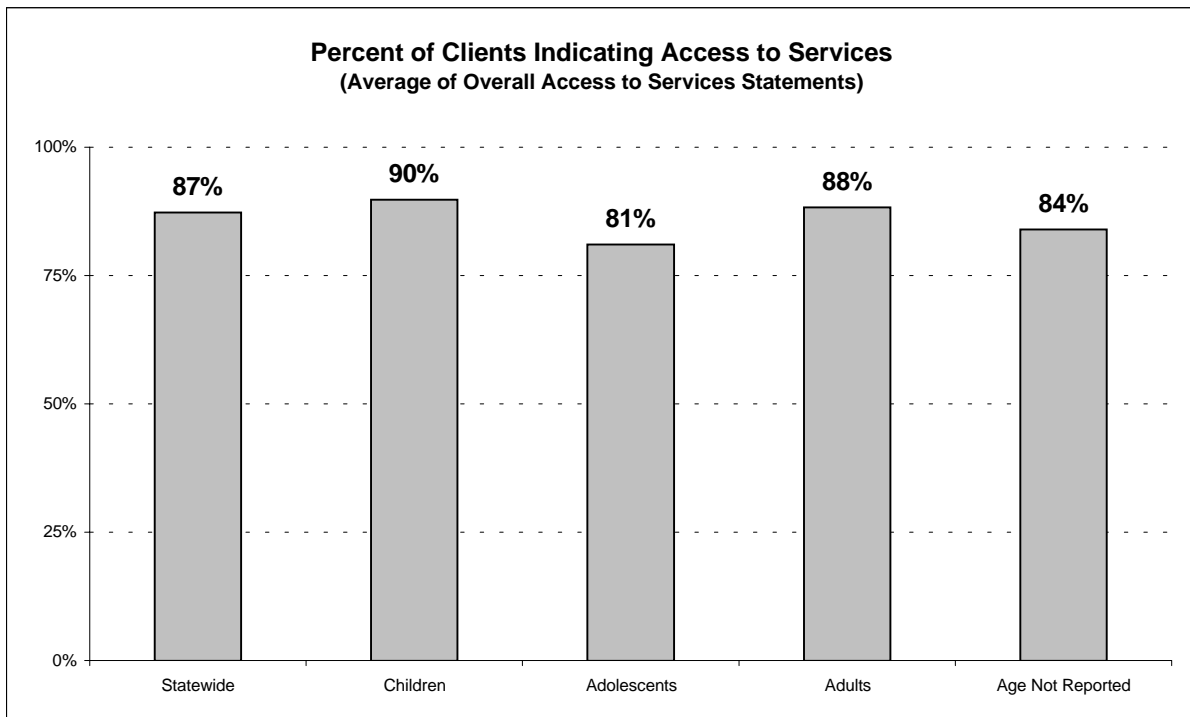
Access to Services

Summary for North Carolina By Age

This table summarizes consumer perceptions about access to services for key age groups.

Overall, roughly nine out of ten clients feel they have good access to services. The parents of young children are most likely to feel services are accessible in area programs. Adolescents are less likely to feel that services are accessible.

Consumers Surveyed October 2000	Access to Services					
	Percent of Consumers Agreeing with Statement					
	The location of services was convenient	Staff were willing to see me as often as necessary	Staff returned my call within 24 hours	Services were available at times that were good for me	I was able to get all the services I thought I needed	Average of Access to Services
Statewide	86%	91%	84%	89%	87%	87%
BY AGE CATEGORY						
Young Children (Clients Under 12, Parent Responding)	87%	93%	88%	92%	89%	90%
Adolescents (Client Age 12-17)	78%	89%	77%	82%	80%	81%
Adults (Client Age 18+)	87%	91%	84%	91%	88%	88%
Age Not Reported	85%	85%	80%	87%	83%	84%



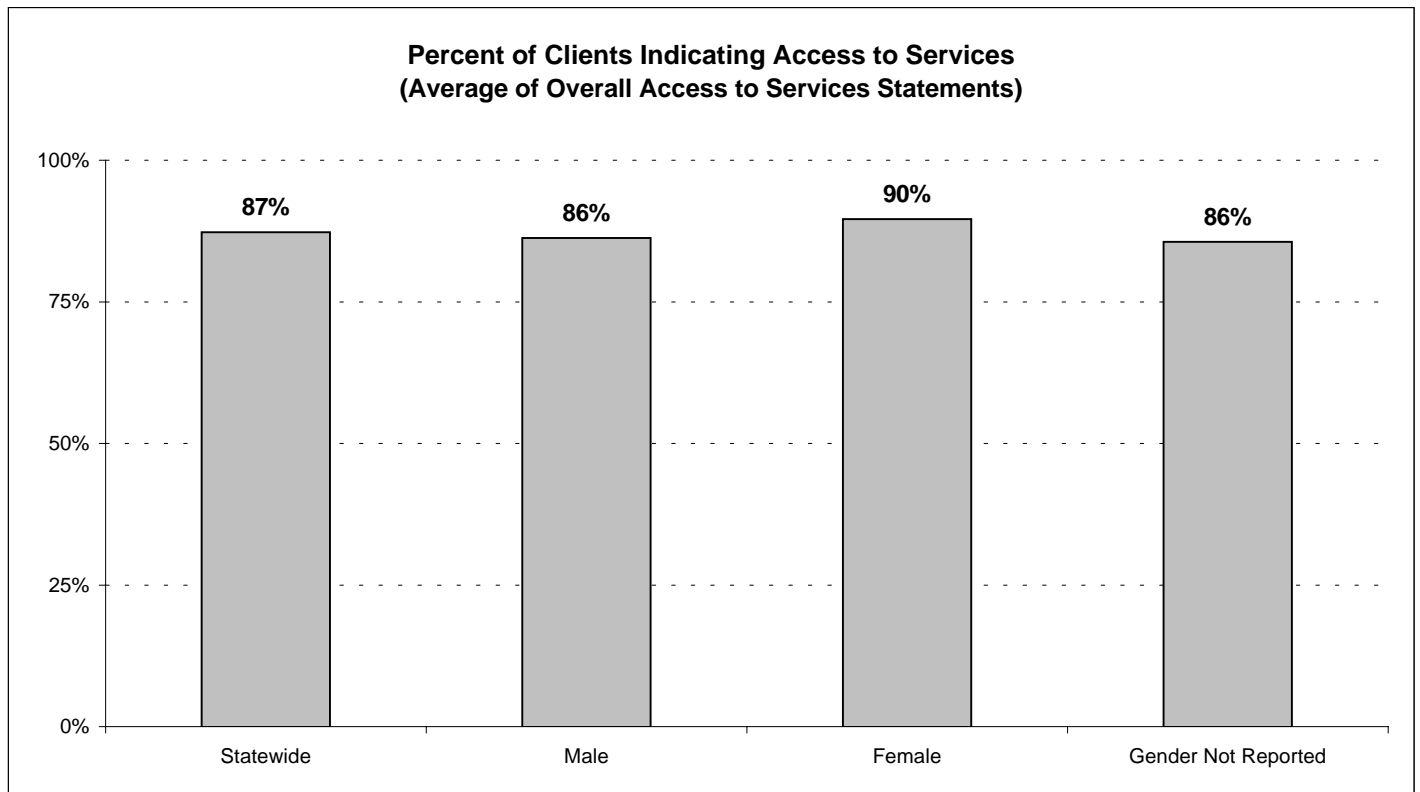
Access to Services

Summary for North Carolina By Gender

This table summarizes consumer perceptions about access to services for key age groups.

Overall, roughly nine out of ten clients feel they have good access to services. Female clients are somewhat more likely to feel services are accessible in area programs.

Consumers Surveyed October 2000	Access to Services					
	Percent of Consumers Agreeing with Statement					
	The location of services was convenient	Staff were willing to see me as often as necessary	Staff returned my call within 24 hours	Services were available at times that were good for me	I was able to get all the services I thought I needed	Average of Access to Services
Statewide	86%	91%	84%	89%	87%	87%
BY GENDER						
Male	84%	91%	82%	88%	87%	86%
Female	88%	92%	88%	92%	89%	90%
Gender Not Reported	84%	89%	81%	88%	85%	86%



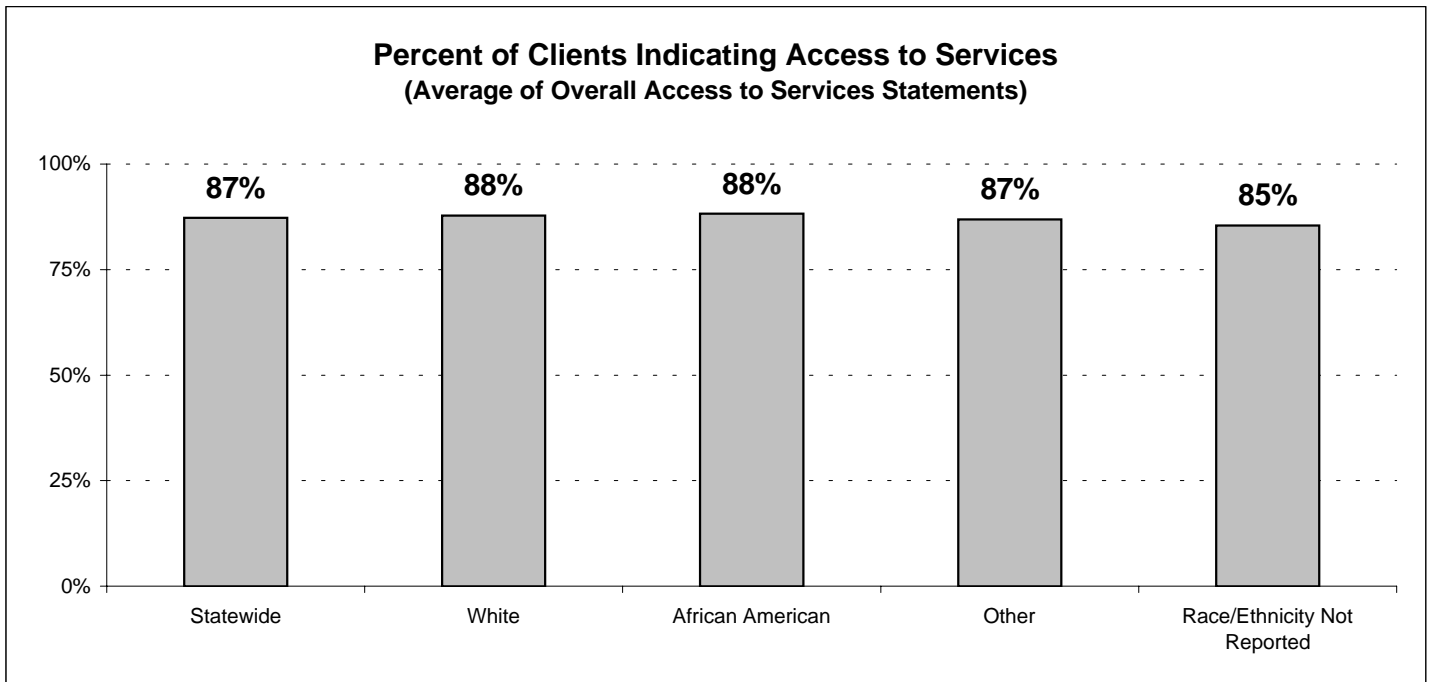
Access to Services

Summary for North Carolina By Race and Ethnicity

This table summarizes consumer perceptions about access to services by race and ethnic groups

Overall, roughly nine out of ten clients feel they have good access to services. Overall there were no significant differences among different racial and ethnic groups about their perceptions regarding access to services for their area programs.

Consumers Surveyed October 2000	Access to Services					
	Percent of Consumers Agreeing with Statement					
	The location of services was convenient	Staff were willing to see me as often as necessary	Staff returned my call within 24 hours	Services were available at times that were good for me	I was able to get all the services I thought I needed	Average of Access to Services
Statewide	86%	91%	84%	89%	87%	87%
BY RACE/ETHNICITY						
White	86%	92%	85%	90%	87%	88%
African American	87%	92%	84%	90%	89%	88%
Other (Hispanic, Native American, Asian and Other)	86%	90%	81%	89%	88%	87%
Race/Ethnicity Not Reported	84%	89%	81%	88%	85%	85%



Access to Services

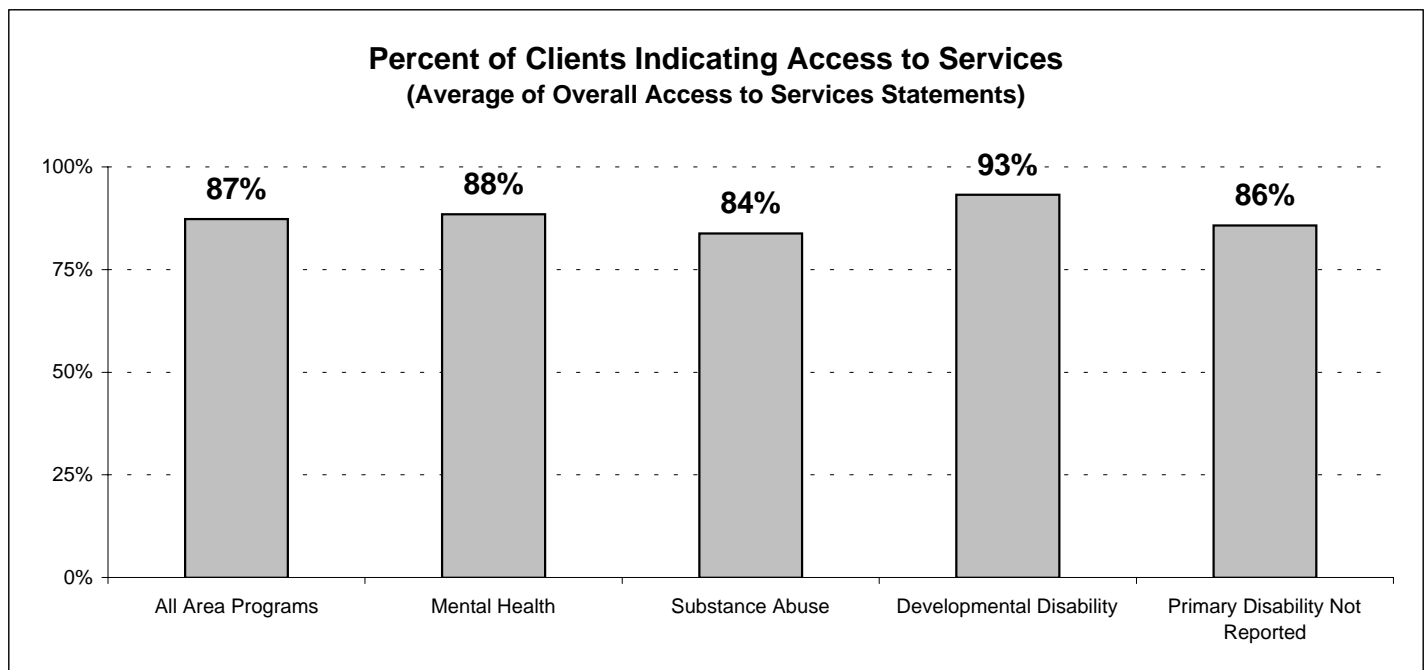
Summary for North Carolina By Clients' Primary Disability

This table summarizes consumer perceptions about access to services by clients' primary disability

Overall, roughly nine out of ten clients feel they have good access to services. Clients with developmental disabilities were more likely to feel that they had good access to services for their area programs and clients having substance abuse problems were least likely to feel that they had good access to services.

Consumers Surveyed October 2000

Access to Services						
Percent of Consumers Agreeing with Statement						
	The location of services was convenient	Staff were willing to see me as often as necessary	Staff returned my call within 24 hours	Services were available at times that were good for me	I was able to get all the services I thought I needed	Average of Access to Services
Statewide	86%	91%	84%	89%	87%	87%
BY CLIENTS' PRIMARY DISABILITY						
Mental Health	87%	92%	86%	91%	88%	88%
Substance Abuse	81%	89%	78%	85%	86%	84%
Developmental Disability	92%	95%	90%	96%	92%	93%
Primary Disability Not Reported	84%	90%	81%	88%	85%	86%



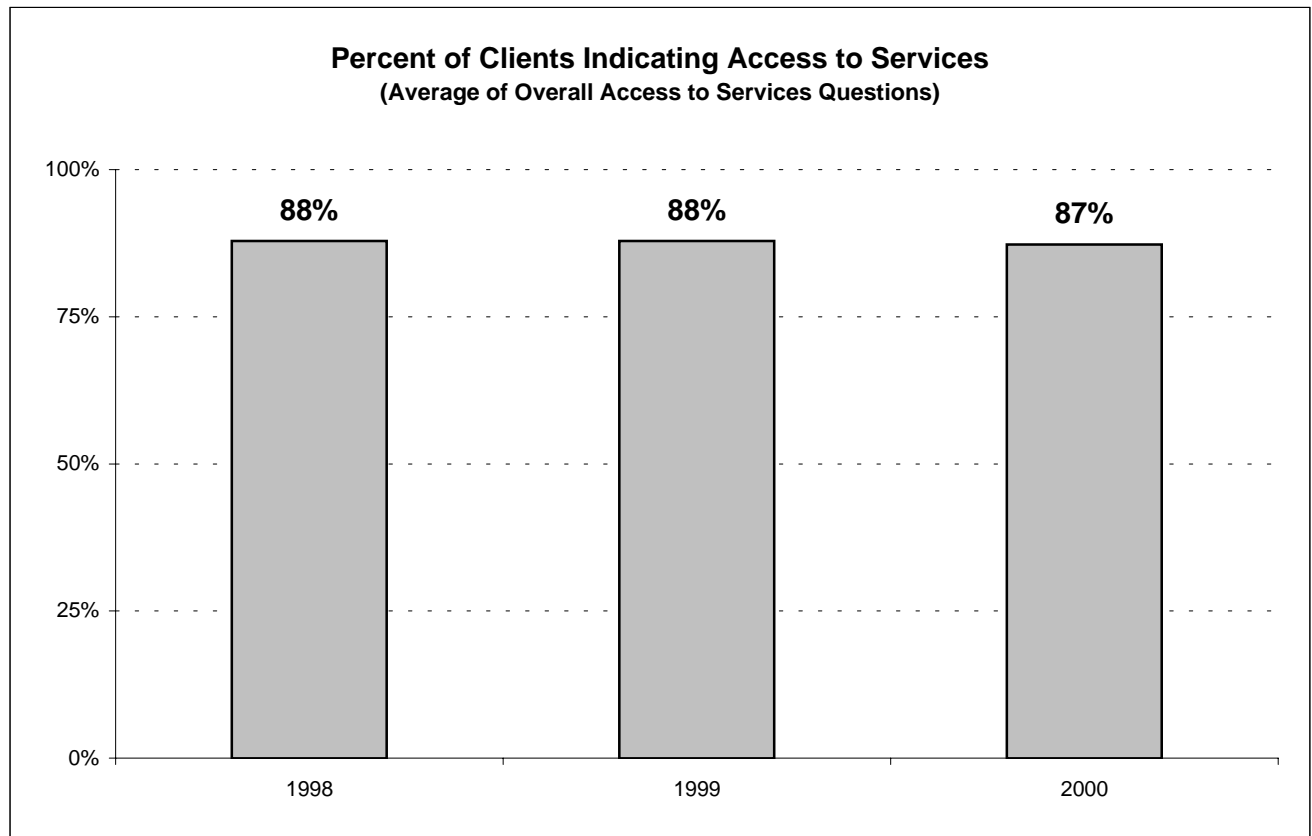
Access to Services

Summary for North Carolina by Year

This table summarizes consumer perceptions about access to services by year.

The percent of consumers surveyed who felt that services were accessible has shown little change between 1998 and 2000.

Access to Services			
Percent of Consumers Indicating Satisfaction with Access to Services			
Consumers Surveyed October 2000	1998 Fall	1999 December	2000 October
Statewide	88%	88%	87%



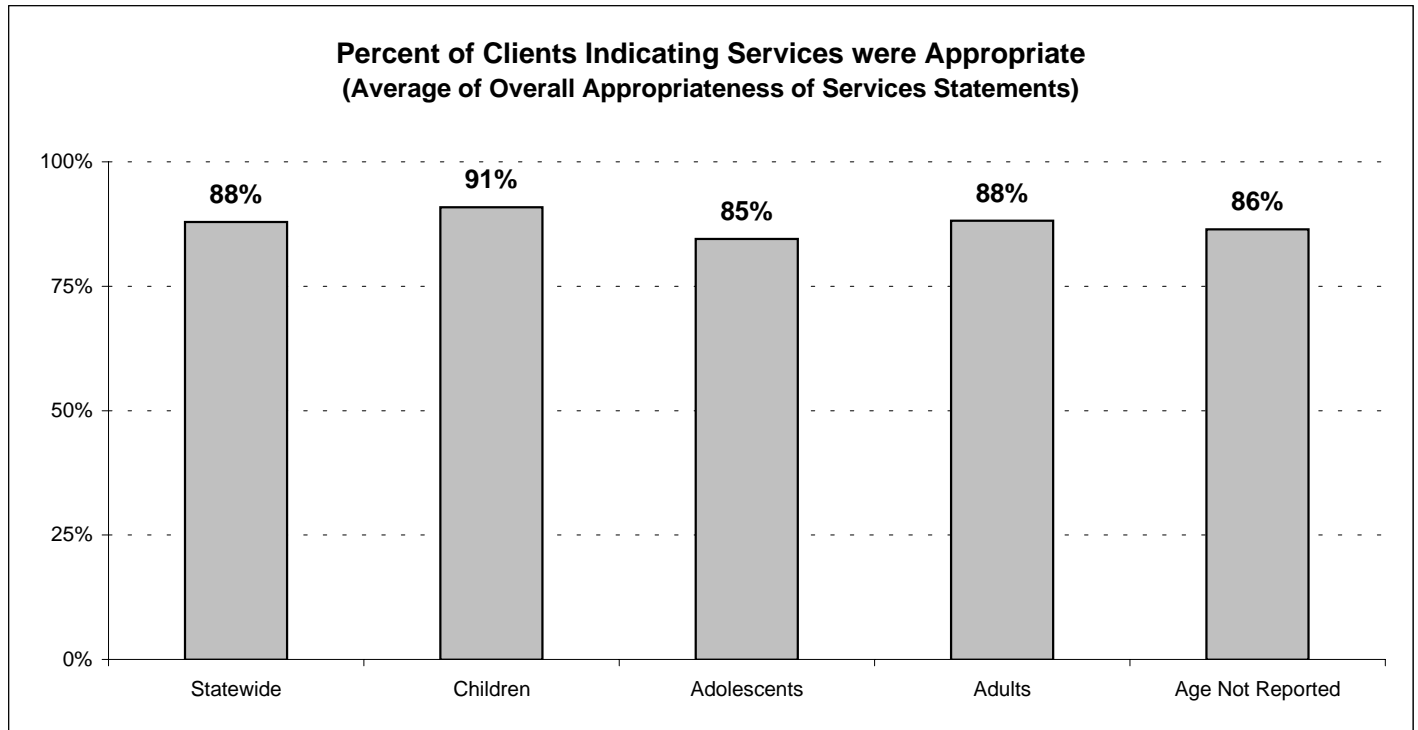
Appropriateness of Services

Summary for North Carolina By Age

This table summarizes consumer perceptions about the appropriateness of services received for key age groups.

Overall, about nine out of ten clients feel the services they receive are appropriate. The parents of young children are somewhat more likely to feel services are appropriate than respondents in other age groups. Most adolescents feel services are appropriate but at slightly lower levels than other age groups.

Consumers Surveyed October 2000	Appropriateness of Services						
	Percent of Consumers Agreeing with Statement						
	Staff believe I can grow, change, and get better	I felt free to complain	Staff informed me of side effects to watch for	Staff respected my wishes	My caregivers were sensitive to my culture	Staff helped me obtain information	Average of Appropriate Services
Statewide	91%	86%	85%	91%	86%	88%	88%
BY AGE CATEGORY							
Young Children (Clients Under 12, Parent Responding)	93%	90%	88%	94%	90%	90%	91%
Adolescents (Client Age 12-17)	90%	83%	79%	85%	85%	85%	85%
Adults (Client Age 18+)	92%	86%	85%	92%	86%	89%	88%
Age Not Reported	90%	84%	83%	89%	84%	87%	86%



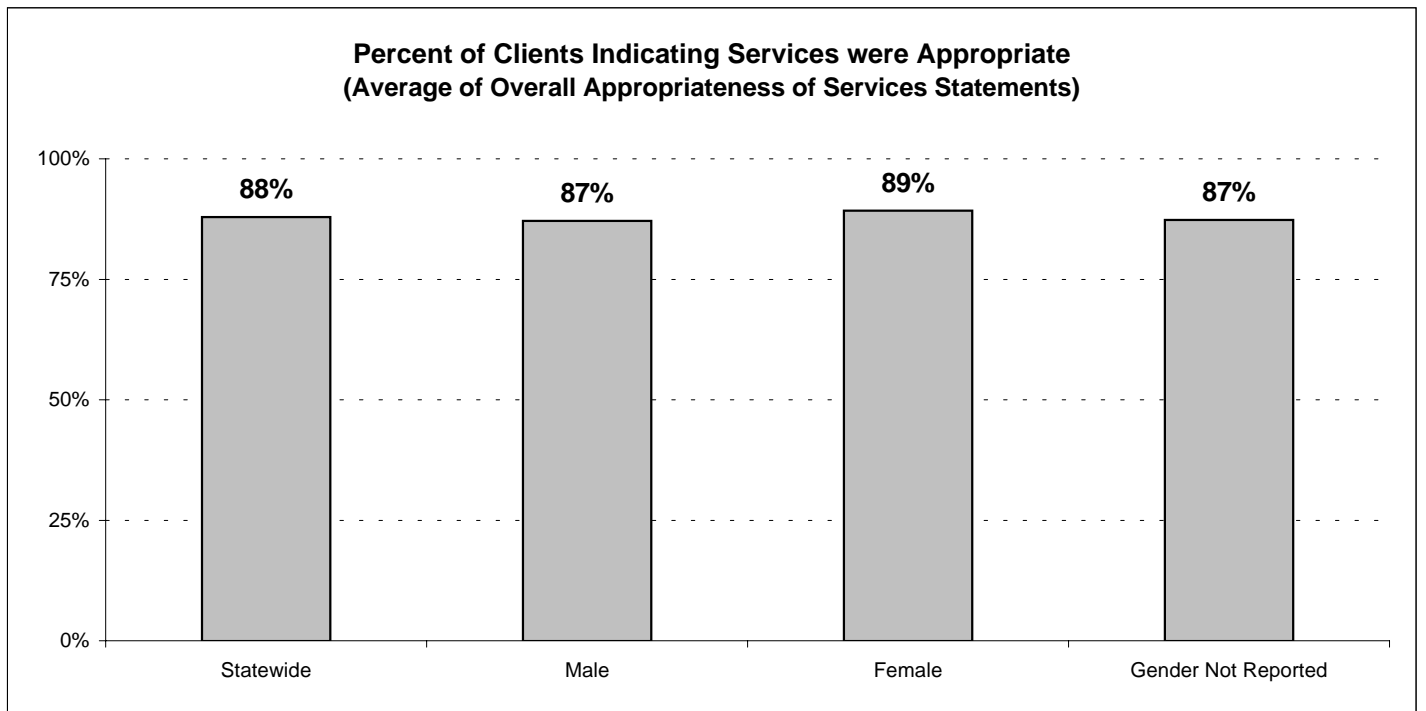
Appropriateness of Services

Summary for North Carolina By Gender

This table summarizes consumer perceptions about the appropriateness of services received by gender.

Overall, nine out of ten clients feel the services they receive are appropriate. Female clients are slightly more likely to feel services are appropriate than male respondents.

Consumers Surveyed October 2000	Appropriateness of Services						
	Percent of Consumers Agreeing with Statement						
	Staff believe I can grow, change, and get better	I felt free to complain	Staff informed me of side effects to watch for	Staff respected my wishes	My caregivers were sensitive to my culture	Staff helped me obtain information	Average of Appropriate Services
All Area Programs	91%	86%	85%	91%	86%	88%	88%
BY GENDER							
Male	91%	85%	85%	90%	85%	88%	87%
Female	93%	87%	85%	93%	89%	89%	89%
Gender Not Reported	91%	85%	84%	90%	86%	88%	87%



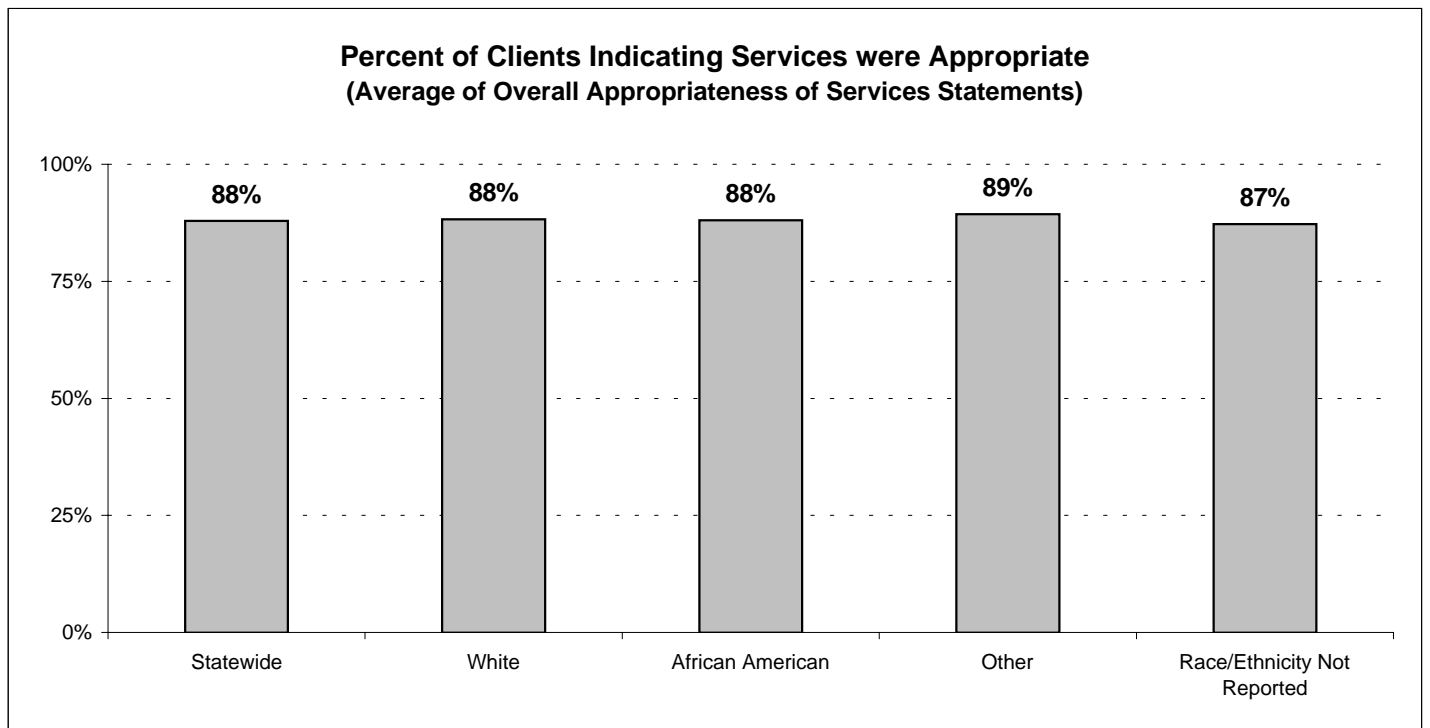
Appropriateness of Services

Summary for North Carolina By Race and Ethnicity

This table summarizes consumer perceptions about the appropriateness of services received by race and ethnicity.

Overall, about nine out of ten clients surveyed felt the services they received were appropriate. Little difference was observed between the groups.

	Appropriateness of Services						
	Percent of Consumers Agreeing with Statement						
	Staff believe I can grow, change, and get better	I felt free to complain	Staff informed me of side effects to watch for	Staff respected my wishes	My caregivers were sensitive to my culture	Staff helped me obtain information	Average of Appropriate Services
Consumers Surveyed October 2000							
Statewide	91%	86%	85%	91%	86%	88%	88%
BY RACE/ETHNICITY							
White	92%	86%	85%	92%	87%	88%	88%
African American	91%	86%	85%	91%	87%	89%	88%
Other (Hispanic, Native American, Asian and Other)	87%	85%	91%	94%	86%	94%	89%
Race/Ethnicity Not Reported	91%	85%	84%	90%	86%	88%	87%



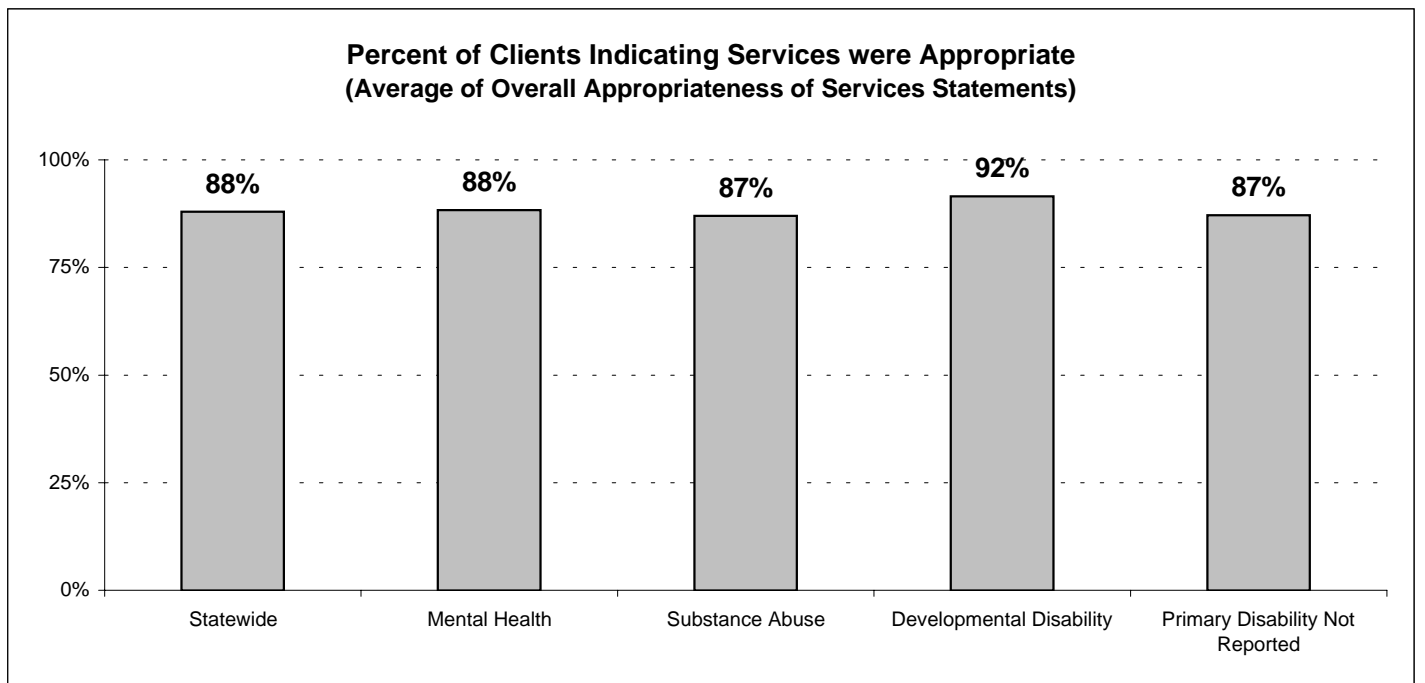
Appropriateness of Services

Summary for North Carolina by Clients' Primary Disability

This table summarizes consumer perceptions about the appropriateness of services received by clients' primary disability.

Overall, roughly nine out of ten clients felt services they received were appropriate. Clients with developmental disabilities were slightly more likely to feel the services that they received were appropriate.

Appropriateness of Services							
Percent of Consumers Agreeing with Statement							
Consumers Surveyed October 2000	Staff believe I can grow, change, and get better	I felt free to complain	Staff informed me of side effects to watch for	Staff respected my wishes	My caregivers were sensitive to my culture	Staff helped me obtain information	Average of Appropriate Services
Statewide	91%	86%	85%	91%	86%	88%	88%
BY CLIENTS' PRIMARY DISABILITY							
Mental Health	92%	86%	85%	91%	87%	88%	88%
Substance Abuse	91%	85%	84%	91%	84%	87%	87%
Developmental Disability	95%	89%	88%	93%	92%	92%	92%
Primary Disability Not Reported	91%	85%	84%	90%	85%	88%	87%



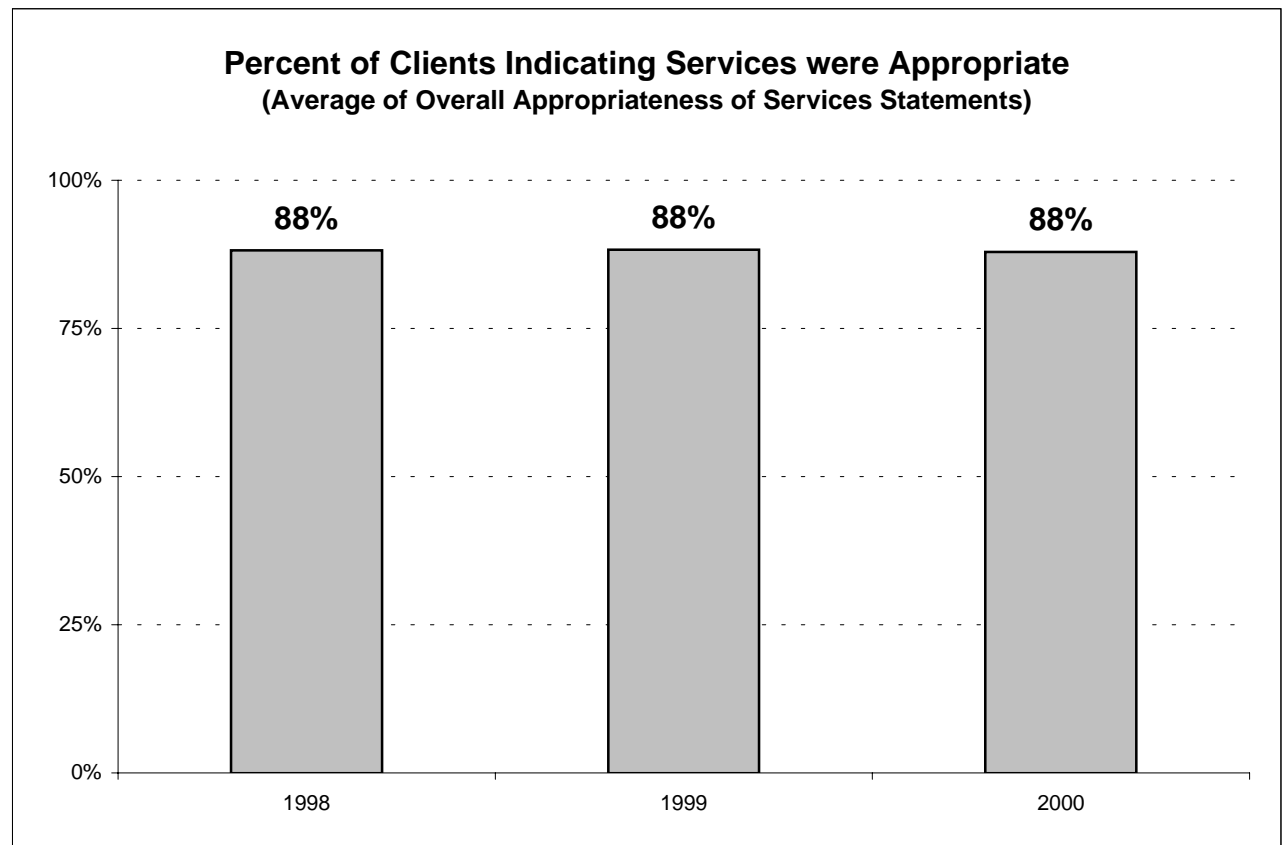
Appropriateness of Services

Summary for North Carolina by Year

This table summarizes consumer perceptions about the appropriateness of services received by year.

The percent of consumers surveyed who felt that services were appropriate has remained constant between 1998 and 2000 for area programs.

Appropriateness of Services			
Percent of Consumers Indicating Satisfaction with Appropriateness of Services			
Consumers Surveyed October 2000	1998 Fall	1999 December	2000 October
Statewide	88%	88%	88%



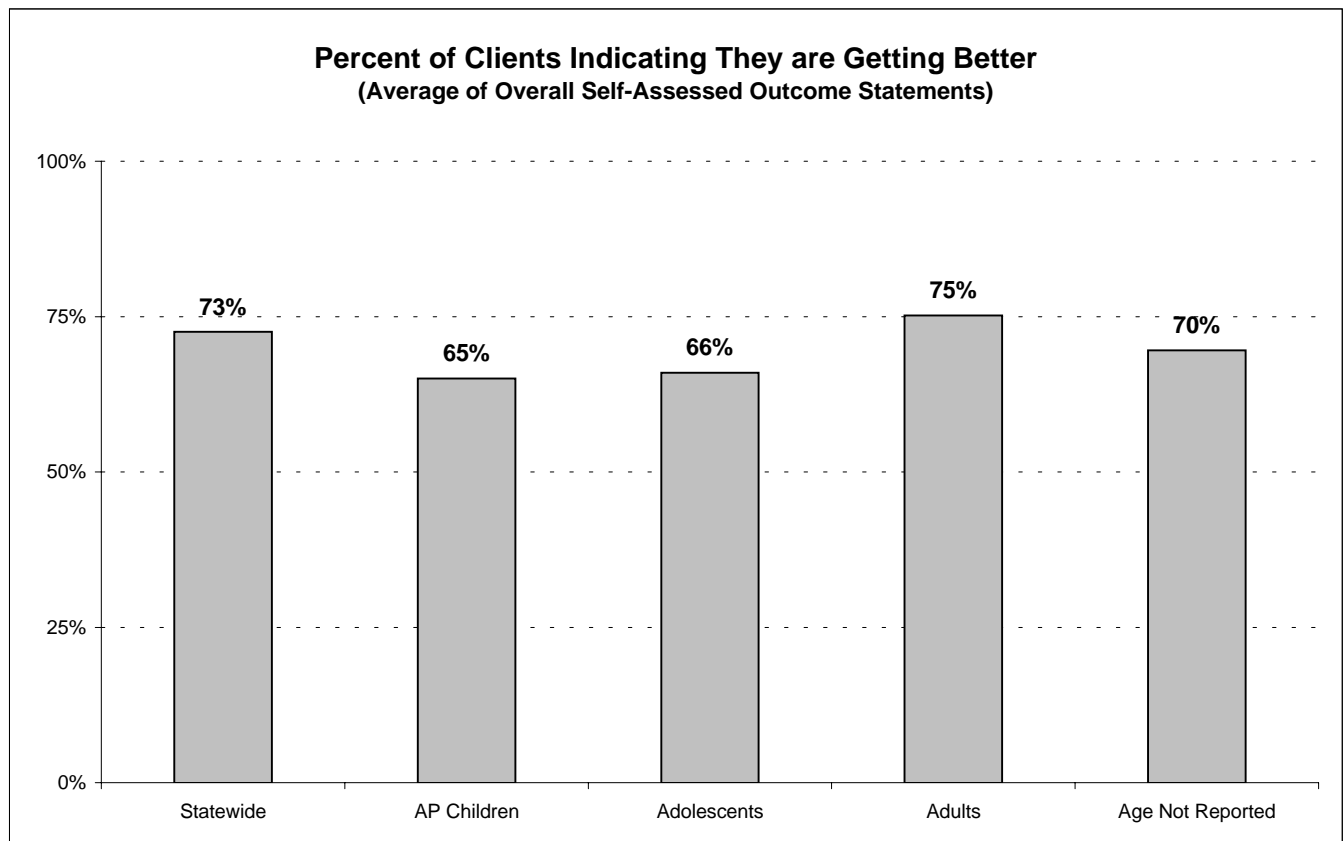
Self-Assessment of Outcomes

Summary for North Carolina

This table summarizes consumer perceptions about their own assessment of outcomes or progress for key age groups.

Overall, most clients indicated they were getting better. Roughly three out of four clients saw improvement for each of the statements posed to them. More adults felt they were making progress than adolescents and young children.

Consumers Surveyed October 2000	Self-Assessment of Outcomes							
	Percent of Consumers Agreeing with Statement							
	I deal more effectively with daily problems	I am better able to control my life	I am better able to deal with crisis	I am getting along better with my family	I do better in social situations	I am doing better in school and/or work	My symptoms are not bothering me as much	Average of Self Assessed Outcomes
Statewide	77%	76%	71%	75%	70%	70%	68%	73%
BY AGE CATEGORY								
Young Children (Clients Under 12, Parent Responding)	69%	64%	57%	71%	68%	68%	59%	65%
Adolescents (Client Age 12-17)	70%	69%	62%	67%	69%	64%	60%	66%
Adults (Client Age 18+)	80%	79%	75%	77%	71%	72%	71%	75%
Age Not Reported	74%	72%	67%	72%	68%	68%	64%	70%



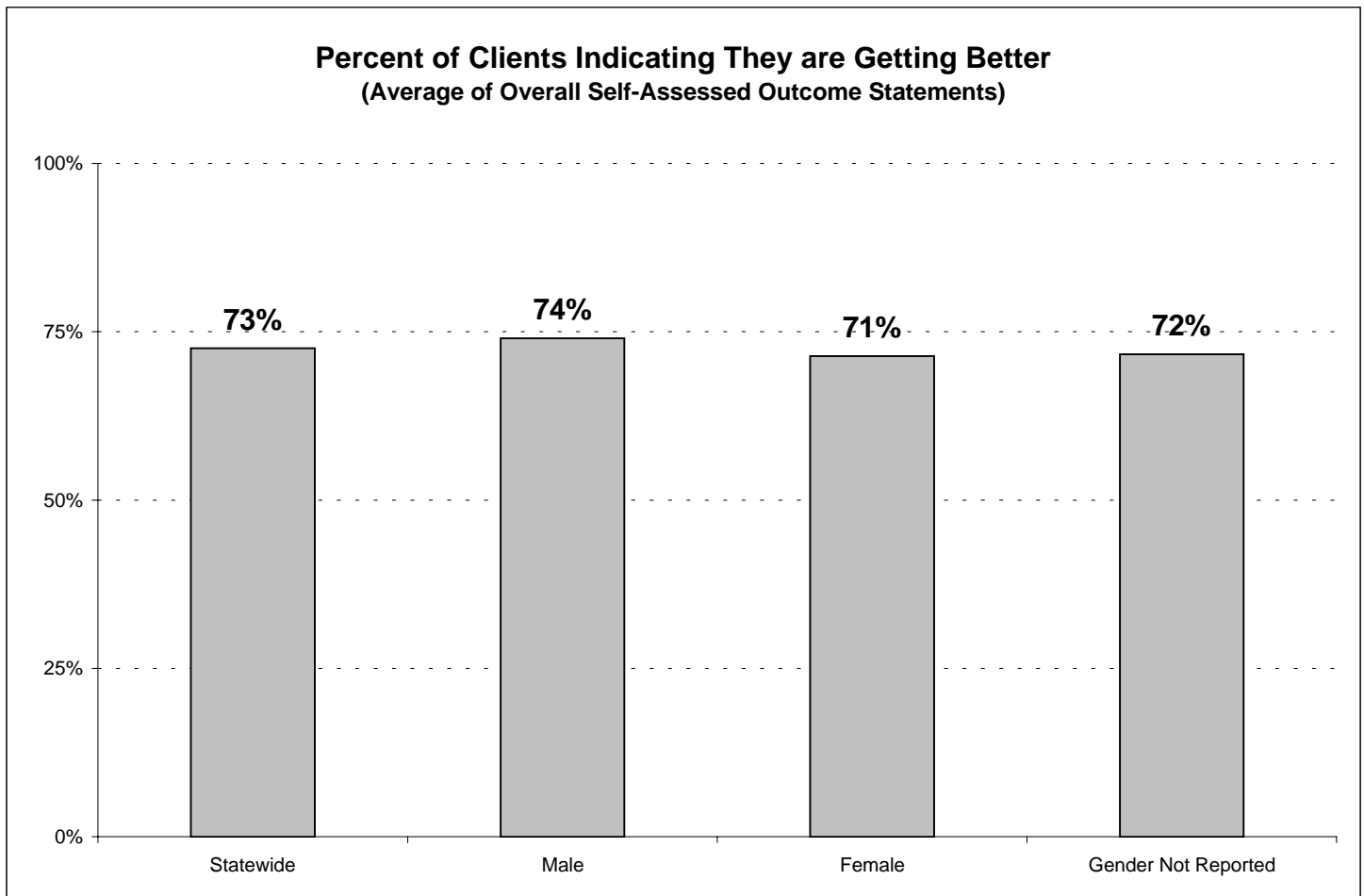
Self-Assessment of Outcomes

Summary for North Carolina By Gender

This table summarizes consumer perceptions about their own assessment of outcomes or progress by gender.

Overall, most clients indicated they were getting better. Roughly three out of four clients saw improvement for each of the statements posed to them. Male clients were slightly more likely to feel they were making progress than female clients.

Consumers Surveyed October 2000	Self-Assessment of Outcomes							
	Percent of Consumers Agreeing with Statement							
	I deal more effectively with daily problems	I am better able to control my life	I am better able to deal with crisis	I am getting along better with my family	I do better in social situations	I am doing better in school and/or work	My symptoms are not bothering me as much	Average of Self Assessed Outcomes
Statewide	77%	76%	71%	75%	70%	70%	68%	73%
BY GENDER								
Male	78%	78%	72%	77%	72%	71%	71%	74%
Female	78%	74%	71%	74%	68%	69%	66%	71%
Gender Not Reported	77%	75%	70%	73%	71%	69%	67%	72%



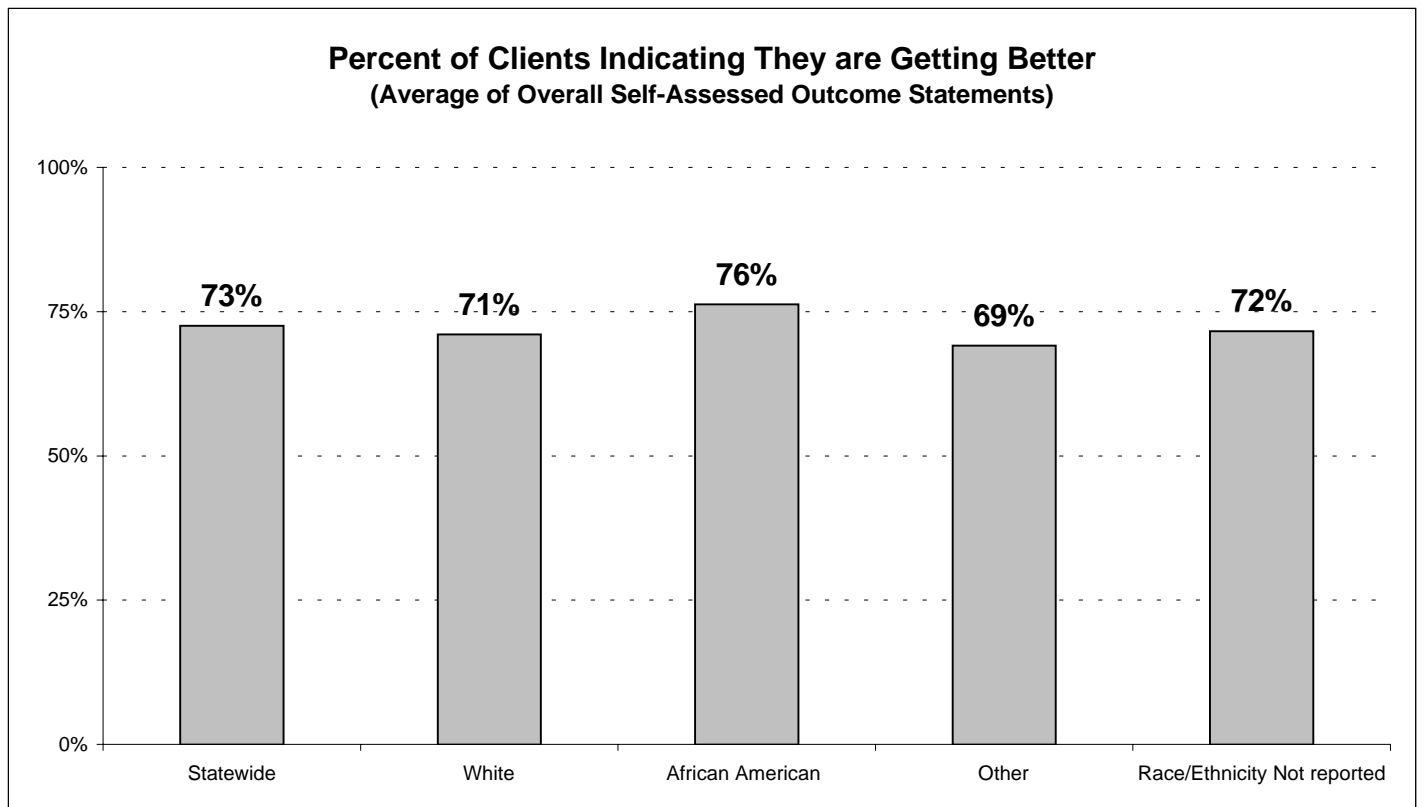
Self-Assessment of Outcomes

Summary for North Carolina By Race and Ethnicity

This table summarizes consumer perceptions about their own assessment of outcomes or progress by race and ethnicity.

Overall, most clients indicated they were getting better. Roughly three out of four clients saw improvement for each of the statements posed to them. African American clients were slightly more likely to feel they were making progress compared to others.

Consumers Surveyed October 2000	Self-Assessment of Outcomes							
	Percent of Consumers Agreeing with Statement							
	I deal more effectively with daily problems	I am better able to control my life	I am better able to deal with crisis	I am getting along better with my family	I do better in social situations	I am doing better in school and/or work	My symptoms are not bothering me as much	Average of Self Assessed Outcomes
Statewide	77%	76%	71%	75%	70%	70%	68%	73%
BY RACE/ETHNICITY								
White	77%	75%	70%	74%	68%	68%	66%	71%
African American	80%	79%	74%	79%	75%	74%	74%	76%
Other (Hispanic, Native American, Asian and Other)	75%	71%	71%	73%	65%	64%	65%	69%
Race/Ethnicity Not Reported	77%	75%	70%	73%	71%	69%	67%	72%



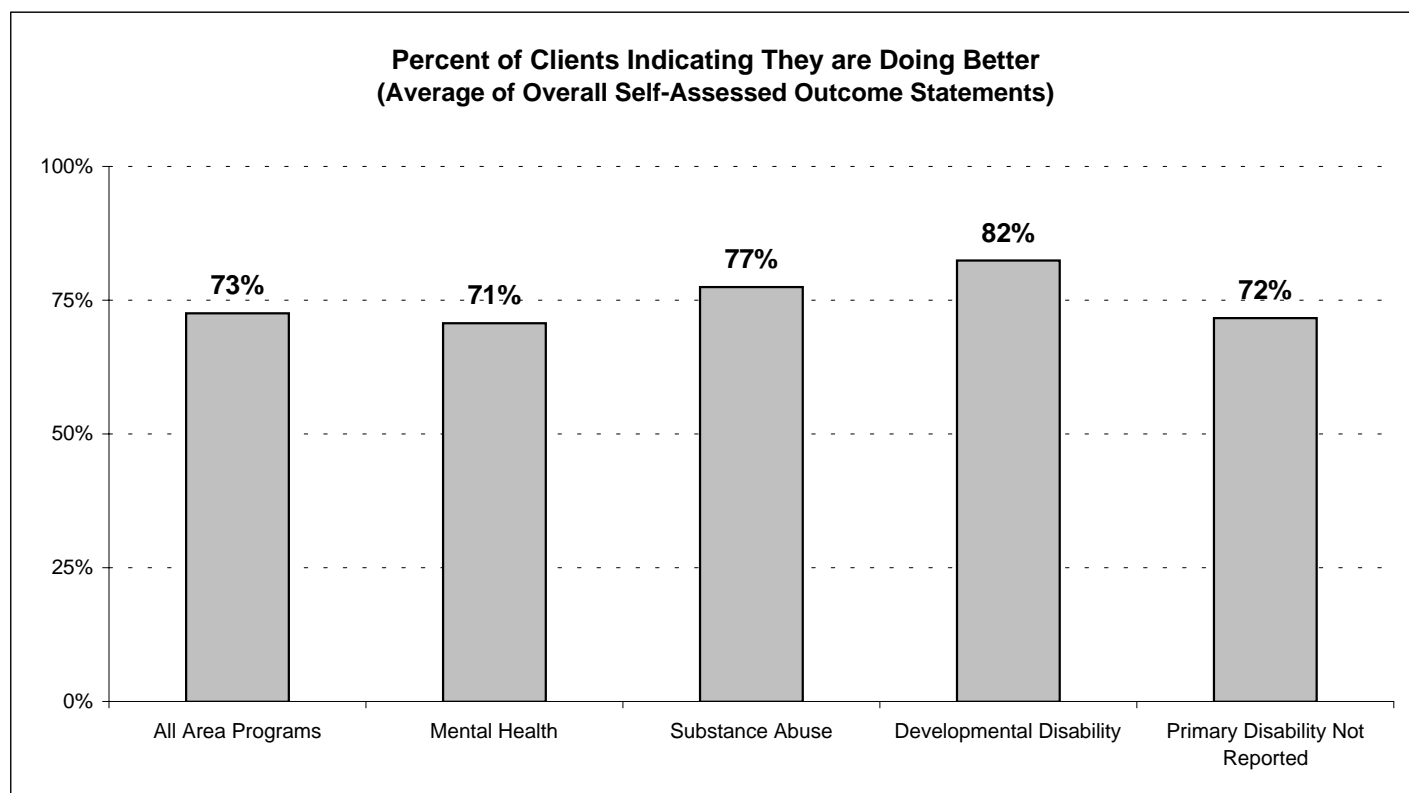
Self-Assessment of Outcomes

Summary for North Carolina By Clients' Primary Disability

This table summarizes consumer perceptions about their own assessment of outcomes or progress by clients' primary disability

Roughly three out of four clients saw improvement for each of the statements posed to them. Clients with developmental disabilities were more likely to feel they were making progress. Clients with mental health problems were less likely to feel they were making progress compared to others, though most still felt they were doing better.

Consumers Surveyed October 2000	Self-Assessment of Outcomes							
	Percent of Consumers Agreeing with Statement							
	I deal more effectively with daily problems	I am better able to control my life	I am better able to deal with crisis	I am getting along better with my family	I do better in social situations	I am doing better in school and/or work	My symptoms are not bothering me as much	Average of Self Assessed Outcomes
Statewide	77%	76%	71%	75%	70%	70%	68%	73%
BY CLIENTS' PRIMARY DISABILITY								
Mental Health	76%	74%	69%	74%	68%	67%	66%	71%
Substance Abuse	82%	81%	78%	78%	74%	74%	76%	77%
Developmental Disability	85%	83%	76%	84%	84%	89%	76%	82%
Primary Disability Not Reported	76%	75%	70%	74%	70%	69%	67%	72%



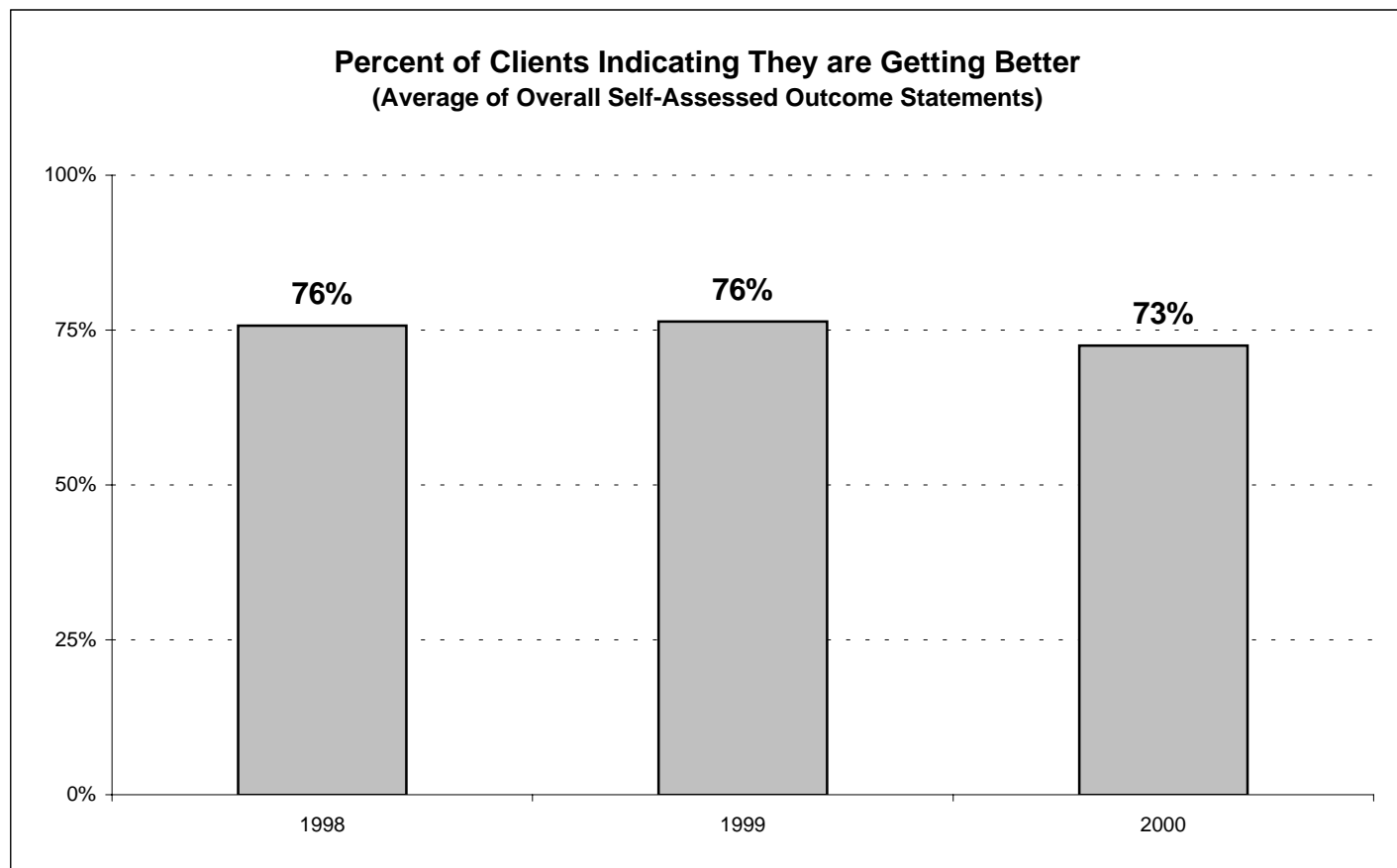
Self-Assessment of Outcomes

Summary for North Carolina by Year

This table summarizes consumer perceptions about their own assessment of outcomes or progress by year.

The percent of consumers surveyed who felt that they were making progress declined slightly in 2000.

Self-Assessment of Outcomes			
Percent of Consumers Indicating They Were Making Progress			
Consumers Surveyed October 2000	1998-Fall	1999-December	2000-October
Statewide	76%	76%	73%



Overall Satisfaction with Services

Detailed Questions by Area Program

This table summarizes the overall levels of satisfaction for area programs by detailed question.

Roughly nine out of ten people surveyed indicated they were satisfied overall with their services and would choose to get services again from this agency or recommend the respective agency to others. No area program averaged less than 80 percent of consumers surveyed indicating they were satisfied with services

Consumers Surveyed October 2000	Overall Satisfaction with Services			
	Percent of Consumers Agreeing with Statement			
	I liked the services that I received	I would still choose this agency	I would recommend this agency to others	Average of Satisfaction with Services
Alamance-Caswell	94%	86%	94%	91%
Albemarle	92%	86%	90%	89%
Blue Ridge	92%	85%	90%	89%
Catawba	85%	73%	81%	80%
Centerpoint	88%	82%	87%	86%
Crossroads	90%	85%	90%	88%
Cumberland	86%	80%	83%	83%
Davidson	88%	85%	87%	86%
Duplin-Sampson	95%	88%	89%	91%
Durham	90%	83%	86%	87%
Edgecombe-Nash	91%	87%	92%	90%
Foothills	92%	84%	86%	87%
Guilford	88%	75%	87%	84%
Johnston	90%	85%	88%	88%
Lee-Harnett	94%	90%	92%	92%
Lenoir	90%	89%	88%	89%
Mecklenburg	Not Reported	Not Reported	Not Reported	Not Reported
Neuse	92%	86%	88%	89%
New River	Not Reported	Not Reported	Not Reported	Not Reported
Onslow	90%	84%	87%	87%
OPC	93%	89%	95%	93%
Pathways	92%	87%	91%	90%
Piedmont	92%	86%	90%	89%
Pitt	89%	77%	84%	83%
Randolph	90%	87%	89%	88%
Riverstone	96%	90%	96%	94%
Roanoke-Chowan	Not Reported	Not Reported	Not Reported	Not Reported
Rockingham	96%	89%	90%	92%
Rutherford-Polk	91%	83%	90%	88%
Sandhills	91%	84%	90%	88%
Smoky Mountain	90%	84%	88%	87%
Southeastern Center	94%	86%	91%	90%
Southeastern Regional	92%	84%	89%	88%
Tideland	94%	85%	91%	90%
Trend	88%	84%	87%	86%
VGFW	94%	88%	88%	90%
Wake	Not Reported	Not Reported	Not Reported	Not Reported
Wayne	89%	82%	88%	86%
Wilson-Greene	95%	89%	89%	91%
All Area Programs	91%	85%	89%	88%

Overall Satisfaction with Services

Age Summary by Area Program

This table summarizes the overall levels of satisfaction for area programs by different age groups.

Overall, most clients surveyed in area programs indicated they were satisfied with services. In most area program, adolescents were much less likely to indicate satisfaction, though this percent is always at or above 61%.

Consumers Surveyed October 2000	Overall Satisfaction with Services				
	Average Percent of Consumers Indicating Overall Satisfaction				
	Young Children (Clients Under 12, Parent Responding)	Adolescents (Client Age 12-17)	Adults (Client Age 18+)	Age Not Reported	Average for All Ages
Alamance-Caswell	90%	93%	91%	NA	91%
Albemarle	87%	78%	92%	NA	89%
Blue Ridge	91%	81%	90%	67%	89%
Catawba	NA	73%	80%	NA	80%
Centerpoint	89%	81%	86%	59%	86%
Crossroads	89%	73%	90%	NA	88%
Cumberland	NA	88%	83%	76%	83%
Davidson	83%	63%	91%	NA	86%
Duplin-Sampson	83%	85%	93%	NA	91%
Durham	93%	82%	89%	80%	87%
Edgecombe-Nash	91%	82%	90%	NA	90%
Foothills	NA	None Reported	89%	NA	87%
Guilford	98%	61%	86%	81%	84%
Johnston	90%	76%	89%	NA	88%
Lee-Harnett	86%	74%	96%	NA	92%
Lenoir	NA	83%	91%	89%	89%
Mecklenburg	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Neuse	87%	74%	91%	NA	89%
New River	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Onslow	95%	NA	82%	NA	87%
OPC	NA	83%	92%	96%	93%
Pathways	90%	79%	91%	92%	90%
Piedmont	95%	86%	89%	87%	89%
Pitt	NA	71%	91%	88%	83%
Randolph	90%	77%	91%	NA	88%
Riverstone	NA	NA	93%	95%	94%
Roanoke-Chowan	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Rockingham	NA	88%	93%	NA	92%
Rutherford-Polk	NA	93%	88%	86%	88%
Sandhills	90%	79%	90%	NA	88%
Smoky Mountain	95%	81%	90%	NA	87%
Southeastern Center	96%	88%	89%	96%	90%
Southeastern Regional	94%	73%	90%	NA	88%
Tideland	88%	87%	90%	NA	90%
Trend	87%	74%	90%	NA	86%
VGFW	93%	76%	93%	75%	90%
Wake	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Wayne	NA	79%	86%	NA	86%
Wilson-Greene	93%	81%	96%	74%	91%
All Area Programs	91%	80%	90%	85%	88%

Note: **NA** denotes insufficient data to make a reliable comparison. Area Programs with less than 10 responses are not shown in the table.

Overall Satisfaction with Services

Gender Summary by Area Program

This table summarizes the overall levels of satisfaction for area programs by gender.

Overall, most clients surveyed in area programs indicated they were satisfied with services. In most area programs, female consumers were somewhat more likely to indicate overall satisfaction.

Consumers Surveyed October 2000	Overall Satisfaction with Services		
	Average Percent of Consumers Indicating Overall Satisfaction		
	Males	Females	Gender Not Reported
Alamance-Caswell	92%	91%	93%
Albemarle	86%	92%	93%
Blue Ridge	89%	89%	90%
Catawba	78%	81%	86%
Centerpoint	84%	91%	82%
Crossroads	85%	92%	86%
Cumberland	86%	86%	78%
Davidson	89%	86%	81%
Duplin-Sampson	87%	96%	90%
Durham	90%	88%	81%
Edgecombe-Nash	91%	93%	84%
Foothills	88%	90%	77%
Guilford	86%	95%	82%
Johnston	86%	90%	85%
Lee-Harnett	91%	95%	91%
Lenoir	85%	92%	91%
Mecklenburg	Not Reported	Not Reported	Not Reported
Neuse	87%	91%	89%
New River	Not Reported	Not Reported	Not Reported
Onslow	91%	83%	88%
OPC	95%	91%	93%
Pathways	87%	92%	93%
Piedmont	88%	93%	87%
Pitt	74%	93%	84%
Randolph	86%	91%	89%
Riverstone	86%	97%	95%
Roanoke-Chowan	Not Reported	Not Reported	Not Reported
Rockingham	88%	96%	94%
Rutherford-Polk	88%	86%	90%
Sandhills	86%	90%	90%
Smoky Mountain	89%	90%	78%
Southeastern Center	90%	91%	89%
Southeastern Regional	88%	87%	90%
Tideland	87%	94%	90%
Trend	81%	94%	81%
VGFW	89%	94%	81%
Wake	Not Reported	Not Reported	Not Reported
Wayne	84%	90%	75%
Wilson-Greene	94%	94%	84%
All Area Programs	87%	91%	87%

Overall Satisfaction with Services

Race and Ethnicity Summary by Area Program

This table summarizes the overall levels of satisfaction for area programs by different race and ethnic groups.

Overall, most clients surveyed in area programs indicated they were satisfied with services. There were no consistent patterns across the state

Consumers Surveyed October 2000	Overall Satisfaction with Services			
	Average Percent of Consumers Indicating Overall Satisfaction			
	White	African American	Other (Hispanic, Native American, Asian and Other)	Race/Ethnicity Not Reported
Alamance-Caswell	91%	91%	NA	93%
Albemarle	90%	85%	NA	93%
Blue Ridge	89%	89%	NA	90%
Catawba	82%	69%	NA	86%
Centerpoint	87%	87%	NA	81%
Crossroads	91%	76%	None Reported	83%
Cumberland	83%	91%	NA	77%
Davidson	86%	90%	NA	81%
Duplin-Sampson	90%	92%	NA	90%
Durham	87%	91%	NA	81%
Edgecombe-Nash	93%	91%	NA	84%
Foothills	91%	NA	NA	77%
Guilford	87%	90%	NA	82%
Johnston	87%	90%	NA	85%
Lee-Harnett	92%	92%	NA	91%
Lenoir	91%	85%	NA	91%
Mecklenburg	Not Reported	Not Reported	Not Reported	Not Reported
Neuse	89%	89%	88%	88%
New River	Not Reported	Not Reported	Not Reported	Not Reported
Onslow	89%	76%	NA	88%
OPC	92%	97%	NA	91%
Pathways	90%	88%	NA	93%
Piedmont	91%	90%	NA	87%
Pitt	84%	80%	None Reported	84%
Randolph	88%	93%	NA	89%
Riverstone	97%	89%	NA	95%
Roanoke-Chowan	Not Reported	Not Reported	Not Reported	Not Reported
Rockingham	94%	82%	NA	94%
Rutherford-Polk	90%	68%	None Reported	89%
Sandhills	88%	88%	100%	88%
Smoky Mountain	89%	NA	NA	78%
Southeastern Center	90%	92%	NA	89%
Southeastern Regional	84%	88%	98%	90%
Tideland	86%	93%	None Reported	90%
Trend	88%	NA	NA	81%
VGFW	90%	92%	97%	82%
Wake	Not Reported	Not Reported	Not Reported	Not Reported
Wayne	84%	91%	NA	75%
Wilson-Greene	92%	96%	NA	84%
All Area Programs	89%	89%	91%	86%

Note: **NA** denotes insufficient data to make a reliable comparison. Area Programs with less than 10 responses are not shown in the table.

Overall Satisfaction with Services

Clients' Primary Disability Summary by Area Program

This table summarizes the overall levels of satisfaction for area programs by clients' primary disability.

Overall, most clients in all three primary disability groups surveyed in area programs indicated they were satisfied with services.

Consumers Surveyed October 2000	Overall Satisfaction with Services			
	Average Percent of Consumers Indicating Overall Satisfaction			
	Mental Health	Substance Abuse	Developmental Disability	Primary Disability Not Reported
Alamance-Caswell	89%	97%	95%	93%
Albemarle	89%	88%	NA	94%
Blue Ridge	88%	88%	100%	90%
Catawba	83%	75%	NA	92%
Centerpoint	87%	89%	NA	83%
Crossroads	90%	83%	NA	88%
Cumberland	86%	86%	NA	79%
Davidson	89%	66%	NA	81%
Duplin-Sampson	91%	92%	NA	89%
Durham	88%	91%	93%	81%
Edgecombe-Nash	93%	88%	NA	85%
Foothills	89%	NA	None Reported	78%
Guilford	71%	NA	99%	82%
Johnston	87%	91%	NA	86%
Lee-Harnett	89%	NA	98%	90%
Lenoir	89%	80%	NA	92%
Mecklenburg	Not Reported	Not Reported	Not Reported	Not Reported
Neuse	89%	82%	99%	89%
New River	Not Reported	Not Reported	Not Reported	Not Reported
Onslow	84%	NA	NA	88%
OPC	91%	NA	NA	93%
Pathways	89%	87%	NA	93%
Piedmont	91%	98%	NA	87%
Pitt	83%	73%	None Reported	85%
Randolph	89%	86%	97%	87%
Riverstone	96%	NA	NA	92%
Roanoke-Chowan	Not Reported	Not Reported	Not Reported	Not Reported
Rockingham	93%	87%	NA	94%
Rutherford-Polk	90%	88%	NA	88%
Sandhills	88%	88%	92%	90%
Smoky Mountain	89%	91%	None Reported	78%
Southeastern Center	94%	87%	83%	88%
Southeastern Regional	83%	87%	94%	89%
Tideland	90%	89%	92%	89%
Trend	88%	NA	None Reported	82%
VGFW	92%	89%	NA	81%
Wake	Not Reported	Not Reported	Not Reported	Not Reported
Wayne	88%	76%	None Reported	NA
Wilson-Greene	94%	95%	NA	85%
All Area Programs	89%	86%	94%	87%

Note: **NA** denotes insufficient data to make a reliable comparison. Area Programs with less than 10 responses are not shown in the table.

Overall Satisfaction with Services

Summary by Area Program by Year

This table summarizes the overall levels of satisfaction for area programs by year.

The overall levels of satisfaction have declined very slightly for area programs between 1998 and 2000. All area programs had at least 80% or more indicating overall satisfaction for each year.

Consumers Surveyed October 2000	Overall Satisfaction with Services		
	Percent of Consumers Indicating Overall Satisfaction		
	1998-Fall	1999-December	2000-October
Alamance-Caswell	87%	89%	91%
Albemarle	Not Reported	92%	89%
Blue Ridge	89%	88%	89%
Catawba	83%	84%	80%
Centerpoint	92%	87%	86%
Crossroads	87%	91%	88%
Cumberland	93%	91%	83%
Davidson	92%	88%	86%
Duplin-Sampson	91%	92%	91%
Durham	85%	88%	87%
Edgecombe-Nash	91%	90%	90%
Foothills	84%	89%	87%
Guilford	91%	86%	84%
Johnston	85%	91%	88%
Lee-Harnett	98%	96%	92%
Lenoir	95%	92%	89%
Mecklenburg	88%	87%	Not Reported
Neuse	92%	92%	89%
New River	90%	90%	Not Reported
Onslow	Not Reported	92%	87%
OPC	92%	89%	93%
Pathways	91%	92%	90%
Piedmont	88%	91%	89%
Pitt	86%	86%	83%
Randolph	90%	91%	89%
Riverstone	95%	92%	94%
Roanoke-Chowan	92%	94%	Not Reported
Rockingham	94%	91%	92%
Rutherford-Polk	Not Reported	87%	88%
Sandhills	89%	92%	88%
Smoky Mountain	90%	88%	87%
Southeastern Center	92%	87%	90%
Southeastern Regional	91%	92%	88%
Tideland	90%	89%	90%
Trend	86%	90%	86%
VGFW	Not Reported	92%	90%
Wake	86%	86%	Not Reported
Wayne	89%	86%	86%
Wilson-Greene	92%	89%	91%
All Area Programs	90%	89%	88%

Access to Services

Detailed Questions by Area Program

This table summarizes consumer perceptions about access to services for area programs.

Overall, most clients surveyed felt they had good access to services in area programs. No area program averaged less than 80 percent across the five specific questions about access to services.

	Access to Services					
	Percent of Consumers Agreeing with Statement					
	The location of services was convenient	Staff were willing to see me as often as necessary	Staff returned my call within 24 hours	Services were available at times that were good for me	I was able to get all the services I thought I needed	Average of Access to Services
Consumers Surveyed October 2000						
Alamance-Caswell	85%	96%	86%	93%	88%	90%
Albemarle	87%	88%	85%	90%	85%	87%
Blue Ridge	88%	88%	86%	90%	85%	87%
Catawba	84%	90%	77%	84%	81%	83%
Centerpoint	81%	90%	81%	85%	85%	85%
Crossroads	94%	87%	85%	90%	89%	89%
Cumberland	72%	88%	72%	84%	83%	80%
Davidson	90%	92%	86%	88%	86%	88%
Duplin-Sampson	90%	95%	89%	93%	93%	92%
Durham	79%	88%	80%	88%	84%	84%
Edgecombe-Nash	83%	90%	82%	90%	89%	87%
Foothills	88%	87%	82%	86%	86%	86%
Guilford	84%	86%	80%	89%	81%	84%
Johnston	89%	88%	83%	92%	85%	88%
Lee-Harnett	81%	91%	88%	88%	87%	87%
Lenoir	90%	97%	84%	87%	92%	90%
Mecklenburg	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Neuse	86%	89%	83%	87%	87%	86%
New River	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Onslow	84%	92%	84%	95%	86%	88%
OPC	84%	93%	87%	93%	93%	90%
Pathways	89%	92%	84%	91%	87%	89%
Piedmont	88%	91%	81%	91%	89%	88%
Pitt	83%	88%	82%	83%	87%	85%
Randolph	93%	93%	88%	89%	87%	90%
Riverstone	97%	93%	86%	94%	93%	93%
Roanoke-Chowan	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Rockingham	88%	95%	87%	93%	91%	91%
Rutherford-Polk	89%	90%	84%	87%	88%	88%
Sandhills	85%	91%	85%	90%	86%	87%
Smoky Mountain	89%	89%	83%	90%	85%	87%
Southeastern Center	76%	93%	84%	91%	87%	86%
Southeastern Regional	88%	92%	81%	92%	91%	89%
Tideland	91%	93%	91%	94%	93%	92%
Trend	85%	87%	83%	88%	80%	85%
VGFW	88%	94%	88%	93%	89%	90%
Wake	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Wayne	71%	89%	76%	88%	84%	82%
Wilson-Greene	95%	92%	84%	92%	94%	91%
All Area Programs	86%	91%	84%	89%	87%	87%

Access to Services

Age Summary by Area Program

This table summarizes consumer perceptions about access to services for area programs by age groups.

Overall, most consumers surveyed were satisfied with their access to services. Adolescents were less likely to feel services were accessible. However, no area program had less than 65% of its adolescents indicate they felt services were accessible. For adults, all area programs had at least 81% or more of clients surveyed indicated they felt services were accessible.

Consumers Surveyed October 2000	Access to Services				
	Average Percent of Consumers Indicating Services Were Accessible				
	Young Children (Clients Under 12, Parent Responding)	Adolescents (Client Age 12-17)	Adults (Client Age 18+)	Age Not Reported	Average for All Ages
Alamance-Caswell	90%	90%	90%	NA	90%
Albemarle	86%	81%	89%	NA	87%
Blue Ridge	89%	85%	88%	70%	87%
Catawba	NA	69%	85%	NA	83%
Centerpoint	88%	81%	85%	65%	85%
Crossroads	89%	71%	91%	NA	89%
Cumberland	NA	82%	82%	69%	80%
Davidson	94%	78%	89%	NA	88%
Duplin-Sampson	92%	88%	93%	NA	92%
Durham	89%	79%	85%	79%	84%
Edgecombe-Nash	84%	80%	87%	NA	87%
Foothills	NA	None Reported	88%	NA	86%
Guilford	95%	67%	90%	81%	84%
Johnston	90%	76%	89%	NA	88%
Lee-Harnett	75%	65%	92%	NA	87%
Lenoir	NA	91%	91%	85%	90%
Mecklenburg	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Neuse	89%	73%	88%	NA	86%
New River	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Onslow	95%	NA	85%	NA	88%
OPC	NA	79%	90%	92%	90%
Pathways	89%	82%	89%	88%	89%
Piedmont	93%	82%	88%	87%	88%
Pitt	NA	78%	81%	89%	85%
Randolph	90%	82%	91%	NA	90%
Riverstone	NA	NA	92%	93%	93%
Roanoke-Chowan	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Rockingham	NA	78%	93%	NA	91%
Rutherford-Polk	NA	94%	90%	80%	88%
Sandhills	89%	80%	89%	NA	87%
Smoky Mountain	91%	91%	87%	NA	87%
Southeastern Center	90%	88%	85%	97%	86%
Southeastern Regional	89%	83%	90%	NA	89%
Tideland	93%	91%	92%	NA	92%
Trend	87%	78%	86%	NA	85%
VGFW	91%	82%	91%	91%	90%
Wake	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Wayne	NA	72%	82%	NA	82%
Wilson-Greene	96%	87%	93%	76%	91%
All Area Programs	90%	81%	88%	84%	87%

Note: **NA** denotes insufficient data to make a reliable comparison. Area Programs with less than 10 responses are not shown in the table.

Access to Services

Gender Summary by Area Program

This table summarizes consumer perceptions about access to services for area programs by gender.

Overall most clients surveyed were satisfied with access to services. Females were somewhat more likely to be satisfied with access to services in most area programs.

Consumers Surveyed October 2000	Access to Services		
	Average Percent of Consumers Indicating Services Were Accessible		
	Males	Females	Gender Not Reported
Alamance-Caswell	90%	91%	86%
Albemarle	84%	90%	87%
Blue Ridge	86%	88%	89%
Catawba	81%	86%	81%
Centerpoint	83%	90%	80%
Crossroads	88%	90%	89%
Cumberland	81%	86%	76%
Davidson	91%	87%	89%
Duplin-Sampson	91%	95%	90%
Durham	84%	87%	81%
Edgecombe-Nash	86%	89%	85%
Foothills	88%	89%	72%
Guilford	88%	94%	82%
Johnston	89%	87%	86%
Lee-Harnett	87%	87%	89%
Lenoir	89%	92%	89%
Mecklenburg	Not Reported	Not Reported	Not Reported
Neuse	85%	88%	86%
New River	Not Reported	Not Reported	Not Reported
Onslow	92%	91%	85%
OPC	92%	87%	92%
Pathways	88%	89%	89%
Piedmont	89%	91%	84%
Pitt	81%	84%	86%
Randolph	87%	92%	90%
Riverstone	93%	93%	93%
Roanoke-Chowan	Not Reported	Not Reported	Not Reported
Rockingham	85%	97%	94%
Rutherford-Polk	89%	87%	86%
Sandhills	86%	91%	87%
Smoky Mountain	83%	91%	85%
Southeastern Center	85%	88%	87%
Southeastern Regional	89%	89%	88%
Tideland	91%	96%	91%
Trend	83%	88%	82%
VGFW	87%	93%	90%
Wake	Not Reported	Not Reported	Not Reported
Wayne	76%	87%	71%
Wilson-Greene	91%	96%	87%
All Area Programs	86%	90%	86%

Access To Services

Race and Ethnicity Summary by Area Program

This table summarizes consumer perceptions about access to services for area programs by race and ethnicity.

Overall clients surveyed in area programs indicated they were satisfied with access to services.

Consumers Surveyed October 2000	Access to Services			
	Average Percent of Consumers Indicating Services Were Accessible			
	White	African American	Other (Hispanic, Native American, Asian and Other)	Race/Ethnicity Not Reported
Alamance-Caswell	90%	90%	NA	86%
Albemarle	89%	83%	NA	87%
Blue Ridge	87%	85%	NA	89%
Catawba	85%	80%	NA	81%
Centerpoint	85%	87%	NA	80%
Crossroads	91%	74%	None Reported	86%
Cumberland	84%	84%	NA	75%
Davidson	88%	92%	NA	89%
Duplin-Sampson	93%	92%	NA	90%
Durham	84%	85%	NA	81%
Edgecombe-Nash	87%	88%	NA	85%
Foothills	91%	NA	NA	72%
Guilford	88%	92%	NA	82%
Johnston	86%	91%	NA	86%
Lee-Harnett	85%	89%	NA	90%
Lenoir	91%	90%	NA	89%
Mecklenburg	Not Reported	Not Reported	Not Reported	Not Reported
Neuse	85%	88%	97%	86%
New River	Not Reported	Not Reported	Not Reported	Not Reported
Onslow	93%	88%	NA	85%
OPC	90%	91%	NA	91%
Pathways	89%	89%	NA	89%
Piedmont	91%	87%	NA	84%
Pitt	76%	86%	None Reported	86%
Randolph	89%	96%	NA	90%
Riverstone	96%	91%	NA	93%
Roanoke-Chowan	Not Reported	Not Reported	Not Reported	Not Reported
Rockingham	93%	81%	NA	94%
Rutherford-Polk	88%	87%	None Reported	87%
Sandhills	87%	88%	93%	86%
Smoky Mountain	89%	NA	NA	85%
Southeastern Center	85%	89%	NA	86%
Southeastern Regional	89%	89%	91%	88%
Tideland	93%	93%	None Reported	91%
Trend	86%	NA	NA	82%
VGFW	90%	90%	97%	90%
Wake	Not Reported	Not Reported	Not Reported	Not Reported
Wayne	81%	84%	NA	71%
Wilson-Greene	89%	96%	NA	87%
All Area Programs	88%	88%	87%	85%

Note: **NA** denotes insufficient data to make a reliable comparison. Area Programs with less than 10 responses are not shown in the table.

Access to Services

Clients' Primary Disability Summary by Area Program

This table summarizes consumer perceptions about access to services for area programs by Clients' Primary Disability.

Overall, most clients in all three disability groups surveyed in area programs indicated they were satisfied with access to services.

Consumers Surveyed October 2000	Access to Services			
	Average Percent of Consumers Indicating Services Were Accessible			
	Mental Health	Substance Abuse	Developmental Disability	Primary Disability Not Reported
Alamance-Caswell	88%	97%	92%	89%
Albemarle	88%	81%	NA	90%
Blue Ridge	88%	83%	96%	90%
Catawba	86%	80%	NA	87%
Centerpoint	88%	85%	NA	83%
Crossroads	92%	80%	NA	91%
Cumberland	84%	78%	NA	75%
Davidson	89%	81%	NA	90%
Duplin-Sampson	93%	88%	NA	91%
Durham	86%	80%	93%	81%
Edgecombe-Nash	89%	86%	NA	83%
Foothills	89%	NA	None Reported	69%
Guilford	80%	NA	97%	82%
Johnston	87%	96%	NA	87%
Lee-Harnett	80%	NA	95%	89%
Lenoir	91%	89%	NA	88%
Mecklenburg	Not Reported	Not Reported	Not Reported	Not Reported
Neuse	87%	81%	93%	86%
New River	Not Reported	Not Reported	Not Reported	Not Reported
Onslow	93%	NA	NA	85%
OPC	89%	NA	NA	91%
Pathways	89%	85%	NA	89%
Piedmont	91%	87%	NA	86%
Pitt	76%	85%	None Reported	86%
Randolph	91%	88%	95%	88%
Riverstone	93%	NA	NA	93%
Roanoke-Chowan	Not Reported	Not Reported	Not Reported	Not Reported
Rockingham	92%	85%	NA	95%
Rutherford-Polk	89%	90%	NA	85%
Sandhills	89%	84%	86%	87%
Smoky Mountain	90%	79%	None Reported	85%
Southeastern Center	89%	79%	83%	86%
Southeastern Regional	85%	85%	94%	89%
Tideland	92%	86%	98%	91%
Trend	85%	NA	None Reported	83%
VGFW	91%	86%	NA	88%
Wake	Not Reported	Not Reported	Not Reported	Not Reported
Wayne	84%	69%	None Reported	NA
Wilson-Greene	94%	89%	NA	87%
All Area Programs	88%	84%	93%	86%

Note: **NA** denotes insufficient data to make a reliable comparison. Area Programs with less than 10 responses are not shown in the table.

Access to Services

Summary by Area Program by Year

This table summarizes consumer perceptions about access to services for area programs by year.

Satisfaction with access to services has remained relatively stable overall for area programs between 1998 and 2000. All area programs had at least 80% or more of consumers surveyed indicate satisfaction with service accessibility for all three years.

Consumers Surveyed October 2000	Access to Services		
	Average Percent of Consumers Indicating Services Were Accessible		
	1998-Fall	1999-December	2000-October
Alamance-Caswell	87%	88%	90%
Albemarle	Not Reported	88%	87%
Blue Ridge	87%	86%	87%
Catawba	85%	84%	83%
Centerpoint	90%	85%	85%
Crossroads	87%	91%	89%
Cumberland	88%	88%	80%
Davidson	92%	87%	88%
Duplin-Sampson	91%	91%	92%
Durham	80%	85%	84%
Edgecombe-Nash	85%	89%	87%
Foothills	86%	89%	86%
Guilford	89%	87%	84%
Johnston	87%	89%	88%
Lee-Harnett	96%	94%	87%
Lenoir	95%	95%	90%
Mecklenburg	87%	85%	Not Reported
Neuse	90%	91%	86%
New River	87%	89%	Not Reported
Onslow	Not Reported	87%	88%
OPC	90%	90%	90%
Pathways	89%	91%	89%
Piedmont	86%	90%	88%
Pitt	86%	82%	85%
Randolph	90%	89%	90%
Riverstone	93%	93%	93%
Roanoke-Chowan	91%	94%	Not Reported
Rockingham	92%	92%	91%
Rutherford-Polk	Not Reported	87%	88%
Sandhills	89%	90%	87%
Smoky Mountain	90%	88%	88%
Southeastern Center	88%	84%	86%
Southeastern Regional	91%	91%	89%
Tideland	92%	91%	92%
Trend	87%	86%	85%
VGFW	Not Reported	90%	90%
Wake	83%	85%	Not Reported
Wayne	85%	85%	82%
Wilson-Greene	92%	87%	91%
All Area Programs	88%	88%	87%

Appropriateness of Services

Detailed Questions by Area Program

This table summarizes consumer perceptions about appropriateness of services for area programs.

Overall, most clients surveyed in area programs indicated that services were provided appropriately. No area program averaged less than 83% across the six appropriateness of services questions.

Consumers Surveyed October 2000	Appropriateness of Services						
	Percent of Consumers Agreeing with Statement						
	Staff believe I can grow, change, and get better	I felt free to complain	Staff informed me of side effects to watch for	Staff respected my wishes	My caregivers were sensitive to my culture	Staff helped me obtain information	Average of Appropriate Services
Alamance-Caswell	94%	86%	81%	93%	90%	88%	89%
Albemarle	91%	91%	86%	94%	85%	87%	89%
Blue Ridge	95%	86%	86%	93%	87%	89%	89%
Catawba	85%	86%	82%	87%	80%	81%	83%
Centerpoint	89%	82%	83%	87%	80%	85%	84%
Crossroads	91%	86%	85%	93%	89%	86%	88%
Cumberland	90%	86%	79%	91%	83%	86%	86%
Davidson	88%	84%	85%	92%	84%	85%	86%
Duplin-Sampson	96%	89%	88%	94%	89%	90%	91%
Durham	90%	86%	80%	88%	85%	88%	86%
Edgecombe-Nash	91%	86%	83%	92%	89%	91%	89%
Foothills	93%	80%	82%	88%	81%	85%	85%
Guilford	90%	82%	84%	89%	84%	89%	86%
Johnston	95%	86%	83%	90%	88%	87%	88%
Lee-Harnett	93%	88%	89%	95%	89%	90%	91%
Lenoir	92%	86%	89%	91%	85%	87%	88%
Mecklenburg	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Neuse	91%	88%	85%	90%	87%	89%	88%
New River	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Onslow	92%	92%	89%	99%	86%	94%	92%
OPC	92%	86%	85%	87%	88%	90%	88%
Pathways	92%	87%	82%	93%	88%	89%	88%
Piedmont	94%	85%	90%	88%	86%	88%	89%
Pitt	91%	87%	82%	91%	84%	85%	87%
Randolph	92%	86%	89%	93%	90%	90%	90%
Riverstone	93%	90%	88%	93%	87%	91%	90%
Roanoke-Chowan	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Rockingham	91%	92%	92%	97%	94%	95%	94%
Rutherford-Polk	95%	83%	75%	88%	87%	87%	86%
Sandhills	90%	84%	86%	90%	87%	89%	88%
Smoky Mountain	90%	86%	84%	93%	91%	89%	89%
Southeastern Center	92%	85%	85%	92%	87%	90%	89%
Southeastern Regional	93%	84%	85%	91%	88%	87%	88%
Tideland	92%	87%	88%	93%	92%	91%	91%
Trend	87%	81%	79%	89%	85%	87%	85%
VGFW	93%	86%	88%	91%	88%	89%	89%
Wake	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Wayne	88%	83%	77%	95%	82%	81%	84%
Wilson-Greene	95%	85%	89%	92%	87%	94%	90%
All Area Programs	91%	86%	85%	91%	86%	88%	88%

Appropriateness of Services

Age Summary by Area Program

This table summarizes consumer perceptions about appropriateness of services for area programs by age groups.

Overall, most consumers surveyed indicated services were appropriate. Adolescents were less likely to indicate services were appropriate. However, no area program had less than 72% of its adolescents indicate that services were appropriate.

For both young children and adults, all area programs had at least 81% or more of clients surveyed indicate that services were appropriate.

Consumers Surveyed October 2000	Appropriateness of Services				
	Average Percent of Consumers Saying Services Were Appropriate				
	Young Children (Clients Under 12, Parent Responding)	Adolescents (Client Age 12-17)	Adults (Client Age 18+)	Age Not Reported	Average for All Age Groups
Alamance-Caswell	89%	91%	88%	NA	89%
Albemarle	92%	82%	90%	NA	89%
Blue Ridge	91%	87%	90%	77%	89%
Catawba	NA	72%	85%	NA	83%
Centerpoint	88%	82%	85%	60%	84%
Crossroads	90%	90%	88%	NA	88%
Cumberland	NA	87%	85%	86%	86%
Davidson	88%	81%	87%	NA	86%
Duplin-Sampson	86%	89%	92%	NA	91%
Durham	91%	87%	87%	79%	86%
Edgecombe-Nash	86%	76%	90%	NA	89%
Foothills	NA	None Reported	86%	NA	85%
Guilford	93%	72%	94%	85%	86%
Johnston	94%	85%	87%	NA	88%
Lee-Harnett	85%	81%	93%	NA	91%
Lenoir	NA	88%	90%	83%	88%
Mecklenburg	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Neuse	90%	78%	90%	NA	88%
New River	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Onslow	95%	NA	90%	NA	92%
OPC	NA	80%	87%	93%	88%
Pathways	92%	85%	88%	91%	88%
Piedmont	93%	87%	88%	91%	89%
Pitt	NA	82%	88%	89%	87%
Randolph	92%	86%	90%	NA	90%
Riverstone	NA	NA	89%	92%	90%
Roanoke-Chowan	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Rockingham	NA	91%	95%	NA	94%
Rutherford-Polk	NA	95%	85%	86%	86%
Sandhills	88%	84%	89%	NA	88%
Smoky Mountain	97%	86%	89%	NA	89%
Southeastern Center	94%	90%	87%	93%	89%
Southeastern Regional	89%	79%	89%	NA	88%
Tideland	90%	91%	90%	NA	91%
Trend	88%	78%	85%	NA	85%
VGFW	94%	84%	89%	93%	89%
Wake	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Wayne	NA	84%	83%	NA	84%
Wilson-Greene	95%	90%	91%	79%	90%
All Area Programs	91%	85%	88%	86%	88%

Note: NA denotes insufficient data to make a reliable comparison. Area Programs with less than 10 responses are not shown in the table.

Appropriateness of Services

Gender Summary by Area Program

This table summarizes consumer perceptions about appropriateness of services for area programs by gender.

In most area programs female consumers were somewhat more likely to indicate that the services in the area programs were appropriate compared to males. For both genders no area program had less than 78% indicating services were appropriate.

Consumers Surveyed October 2000	Appropriateness of Services		
	Average Percent of Consumers Indicating Services Were Appropriate		
	Males	Females	Gender Not Reported
Alamance-Caswell	89%	88%	91%
Albemarle	86%	92%	90%
Blue Ridge	88%	90%	90%
Catawba	81%	85%	89%
Centerpoint	83%	89%	80%
Crossroads	87%	89%	93%
Cumberland	88%	86%	84%
Davidson	85%	86%	92%
Duplin-Sampson	93%	90%	89%
Durham	88%	87%	83%
Edgecombe-Nash	89%	90%	87%
Foothills	82%	90%	79%
Guilford	89%	92%	85%
Johnston	92%	86%	86%
Lee-Harnett	90%	92%	90%
Lenoir	85%	92%	89%
Mecklenburg	Not Reported	Not Reported	Not Reported
Neuse	86%	89%	89%
New River	Not Reported	Not Reported	Not Reported
Onslow	89%	91%	94%
OPC	84%	89%	90%
Pathways	87%	89%	90%
Piedmont	87%	93%	86%
Pitt	82%	86%	88%
Randolph	89%	91%	89%
Riverstone	92%	89%	90%
Roanoke-Chowan	Not Reported	Not Reported	Not Reported
Rockingham	91%	96%	98%
Rutherford-Polk	89%	78%	87%
Sandhills	86%	91%	89%
Smoky Mountain	88%	90%	88%
Southeastern Center	88%	90%	90%
Southeastern Regional	89%	87%	88%
Tideland	91%	92%	89%
Trend	82%	88%	83%
VGFW	88%	91%	89%
Wake	Not Reported	Not Reported	Not Reported
Wayne	79%	88%	86%
Wilson-Greene	92%	92%	86%
All Area Programs	87%	89%	87%

Appropriateness To Services

Race and Ethnicity Summary by Area Program

This table summarizes consumer perceptions about appropriateness of services for area programs by race and ethnicity.

Overall consumers indicated that the services in the area programs were appropriate.

Consumers Surveyed October 2000	Appropriateness of Services			
	Average Percent of Consumers Indicating Services Were Appropriate			
	White	African American	Other (Hispanics, Native Americans, Asians)	Race/Ethnicity Not Reported
Alamance-Caswell	88%	89%	NA	91%
Albemarle	91%	82%	NA	92%
Blue Ridge	89%	88%	NA	90%
Catawba	85%	79%	NA	89%
Centerpoint	85%	87%	NA	80%
Crossroads	90%	73%	None Reported	92%
Cumberland	88%	89%	NA	83%
Davidson	85%	88%	NA	92%
Duplin-Sampson	91%	92%	NA	89%
Durham	83%	89%	NA	84%
Edgecombe-Nash	92%	88%	NA	87%
Foothills	88%	NA	NA	79%
Guilford	90%	91%	NA	85%
Johnston	87%	90%	NA	86%
Lee-Harnett	90%	93%	NA	90%
Lenoir	91%	85%	NA	89%
Mecklenburg	Not Reported	Not Reported	Not Reported	Not Reported
Neuse	89%	85%	97%	88%
New River	Not Reported	Not Reported	Not Reported	Not Reported
Onslow	96%	78%	NA	94%
OPC	88%	87%	NA	89%
Pathways	88%	89%	NA	90%
Piedmont	91%	86%	NA	86%
Pitt	88%	81%	None Reported	88%
Randolph	90%	90%	NA	90%
Riverstone	95%	86%	NA	90%
Roanoke-Chowan	Not Reported	Not Reported	Not Reported	Not Reported
Rockingham	95%	84%	NA	98%
Rutherford-Polk	87%	74%	None Reported	87%
Sandhills	88%	88%	92%	88%
Smoky Mountain	89%	NA	NA	88%
Southeastern Center	89%	89%	NA	89%
Southeastern Regional	87%	87%	92%	88%
Tideland	89%	93%	None Reported	89%
Trend	84%	NA	NA	84%
VGFW	87%	91%	96%	89%
Wake	Not Reported	Not Reported	Not Reported	Not Reported
Wayne	83%	86%	NA	86%
Wilson-Greene	91%	93%	NA	86%
All Area Programs	88%	88%	89%	87%

Note: **NA** denotes insufficient data to make a reliable comparison. Area Programs with less than 10 responses are not shown in the table.

Appropriateness to Services

Clients' Primary Disability Summary by Area Program

This table summarizes consumer perceptions about appropriateness of services for area programs by clients' primary disability.

Overall consumers in all the disability groups indicated that the services in the area programs were appropriate.

Consumers Surveyed October 2000	Appropriateness of Services			
	Average Percent of Consumers Saying Services Were Appropriate			
	Mental Health	Substance Abuse	Developmental Disability	Primary Disability Not Reported
Alamance-Caswell	88%	90%	89%	90%
Albemarle	90%	87%	NA	88%
Blue Ridge	89%	90%	91%	90%
Catawba	83%	83%	NA	95%
Centerpoint	85%	86%	NA	83%
Crossroads	88%	88%	NA	92%
Cumberland	89%	80%	NA	84%
Davidson	87%	81%	NA	88%
Duplin-Sampson	92%	89%	NA	90%
Durham	87%	85%	94%	83%
Edgecombe-Nash	89%	93%	NA	86%
Foothills	85%	NA	None Reported	77%
Guilford	82%	NA	94%	85%
Johnston	88%	93%	NA	86%
Lee-Harnett	88%	NA	95%	90%
Lenoir	88%	88%	NA	88%
Mecklenburg	Not Reported	Not Reported	Not Reported	Not Reported
Neuse	88%	85%	91%	89%
New River	Not Reported	Not Reported	Not Reported	Not Reported
Onslow	91%	NA	NA	92%
OPC	86%	NA	NA	90%
Pathways	88%	88%	NA	90%
Piedmont	90%	96%	NA	86%
Pitt	81%	84%	None Reported	88%
Randolph	90%	90%	97%	89%
Riverstone	90%	NA	NA	90%
Roanoke-Chowan	Not Reported	Not Reported	Not Reported	Not Reported
Rockingham	94%	90%	NA	98%
Rutherford-Polk	84%	98%	NA	85%
Sandhills	89%	85%	86%	87%
Smoky Mountain	89%	90%	None Reported	88%
Southeastern Center	90%	85%	84%	89%
Southeastern Regional	84%	90%	92%	89%
Tideland	91%	90%	92%	89%
Trend	85%	NA	None Reported	84%
VGFW	90%	88%	NA	87%
Wake	Not Reported	Not Reported	Not Reported	Not Reported
Wayne	84%	88%	None Reported	NA
Wilson-Greene	92%	86%	NA	87%
All Area Programs	88%	87%	92%	87%

Note: **NA** denotes insufficient data to make a reliable comparison. Area Programs with less than 10 responses are not shown in the table.

Appropriateness of Services

Summary by Area Program by Year

This table summarizes consumer perceptions about appropriateness of services for area programs by year.

Satisfaction with the appropriateness of services has remained very stable overall for area programs between 1998 and 2000. All area programs had at least 82% or more of consumers surveyed indicate satisfaction with service appropriateness in all three years.

Consumers Surveyed October 2000	Appropriateness of Services		
	Average Percent of Consumers Saying Services Were Appropriate		
	1998-Fall	1999-December	2000-October
Alamance-Caswell	86%	88%	89%
Albemarle	Not Reported	89%	89%
Blue Ridge	89%	88%	89%
Catawba	84%	86%	83%
Centerpoint	88%	86%	84%
Crossroads	88%	86%	88%
Cumberland	91%	91%	86%
Davidson	87%	85%	86%
Duplin-Sampson	89%	91%	91%
Durham	82%	84%	86%
Edgecombe-Nash	88%	90%	89%
Foothills	87%	89%	85%
Guilford	85%	87%	86%
Johnston	89%	90%	88%
Lee-Harnett	97%	95%	91%
Lenoir	93%	93%	88%
Mecklenburg	87%	86%	Not Reported
Neuse	90%	91%	88%
New River	88%	88%	Not Reported
Onslow	Not Reported	89%	92%
OPC	88%	88%	88%
Pathways	89%	89%	88%
Piedmont	87%	87%	89%
Pitt	86%	87%	87%
Randolph	90%	89%	90%
Riverstone	93%	93%	90%
Roanoke-Chowan	92%	94%	Not Reported
Rockingham	93%	93%	94%
Rutherford-Polk	Not Reported	86%	86%
Sandhills	88%	90%	88%
Smoky Mountain	90%	87%	89%
Southeastern Center	90%	87%	89%
Southeastern Regional	90%	90%	88%
Tideland	90%	89%	91%
Trend	86%	88%	85%
VGFW	Not Reported	90%	89%
Wake	84%	86%	Not Reported
Wayne	88%	88%	84%
Wilson-Greene	91%	92%	90%
All Area Programs	88%	88%	88%

Self-Assessment of Outcomes

Detailed Questions by Area Program

This table summarizes for each area program consumer perceptions about their outcomes or progress.

Overall, for area programs most clients feel they are making progress. All area programs averaged 65% or higher for the average of the seven outcomes statements.

Consumers Surveyed October 2000	Self-Assessment of Outcomes							
	Percent of Consumers Agreeing with Statement							Average of Self Assessed Outcomes
	I deal more effectively with daily problems	I am better able to control my life	I am better able to deal with crisis	I am getting along better with my family	I do better in social situations	I am doing better in school and/or work	My symptoms are not bothering me as much	
Alamance-Caswell	77%	74%	64%	78%	75%	74%	68%	73%
Albemarle	73%	70%	64%	71%	63%	65%	57%	66%
Blue Ridge	80%	80%	73%	75%	71%	64%	69%	73%
Catawba	77%	76%	71%	72%	67%	74%	68%	72%
Centerpoint	80%	78%	73%	74%	69%	67%	73%	73%
Crossroads	74%	71%	67%	73%	65%	66%	65%	69%
Cumberland	80%	78%	73%	74%	70%	67%	69%	73%
Davidson	74%	69%	64%	69%	67%	61%	61%	66%
Duplin-Sampson	80%	77%	76%	80%	77%	75%	71%	77%
Durham	79%	76%	71%	76%	71%	74%	73%	74%
Edgecombe-Nash	79%	76%	71%	76%	71%	72%	73%	74%
Foothills	76%	75%	72%	70%	70%	59%	70%	70%
Guilford	71%	68%	61%	71%	66%	65%	73%	68%
Johnston	74%	70%	67%	73%	71%	70%	66%	70%
Lee-Harnett	82%	80%	75%	79%	82%	77%	65%	77%
Lenoir	79%	71%	69%	77%	67%	70%	69%	72%
Mecklenburg	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Neuse	77%	79%	75%	77%	72%	70%	73%	75%
New River	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Onslow	83%	80%	80%	85%	85%	77%	78%	81%
OPC	81%	80%	80%	74%	73%	69%	72%	75%
Pathways	77%	75%	70%	75%	67%	63%	71%	71%
Piedmont	74%	73%	68%	72%	66%	67%	65%	69%
Pitt	80%	78%	77%	78%	82%	78%	60%	76%
Randolph	77%	75%	69%	70%	69%	68%	64%	70%
Riverstone	82%	85%	81%	80%	78%	70%	69%	78%
Roanoke-Chowan	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Rockingham	85%	79%	74%	71%	75%	73%	72%	76%
Rutherford-Polk	75%	74%	72%	70%	67%	76%	67%	72%
Sandhills	78%	76%	73%	77%	72%	72%	70%	74%
Smoky Mountain	73%	69%	67%	74%	69%	66%	59%	68%
Southeastern Center	76%	75%	69%	76%	69%	67%	66%	71%
Southeastern Regional	81%	80%	73%	78%	74%	78%	69%	76%
Tideland	81%	79%	71%	78%	77%	82%	69%	77%
Trend	73%	73%	66%	66%	58%	62%	57%	65%
VGFW	76%	75%	72%	77%	69%	70%	68%	73%
Wake	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Wayne	72%	64%	65%	68%	63%	59%	63%	65%
Wilson-Greene	79%	82%	72%	80%	74%	72%	71%	76%
All Area Programs	77%	76%	71%	75%	70%	70%	68%	73%

Self-Assessment of Outcomes

Age Summary by Area Program

This table summarizes consumer perceptions about their outcomes or progress for each area program by age groups.

Overall in area programs, three out of four adults indicated they were making progress or getting better. There are some large differences by individual area program between different age groups. For young children or adolescents two out of three felt they were making progress.

Consumers Surveyed October 2000	Self-Assessment of Outcomes				
	Average Percent of Consumers Indicating They Were Doing Better				
	Young Children (Clients Under 12, Parent Responding)	Adolescents (Client Age 12-17)	Adults (Client Age 18+)	Age Not Reported	Average for All Age Groups
Alamance-Caswell	71%	65%	75%	NA	73%
Albemarle	58%	57%	70%	NA	66%
Blue Ridge	76%	58%	75%	67%	73%
Catawba	NA	59%	74%	NA	72%
Centerpoint	53%	65%	76%	64%	73%
Crossroads	50%	66%	71%	NA	69%
Cumberland	NA	79%	72%	67%	73%
Davidson	56%	75%	67%	NA	66%
Duplin-Sampson	69%	74%	79%	NA	77%
Durham	67%	65%	80%	67%	74%
Edgecombe-Nash	61%	70%	76%	NA	74%
Foothills	NA	None Reported	72%	NA	70%
Guilford	83%	61%	86%	62%	68%
Johnston	69%	57%	73%	NA	70%
Lee-Harnett	39%	65%	85%	NA	77%
Lenoir	NA	63%	76%	67%	72%
Mecklenburg	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Neuse	55%	65%	78%	NA	75%
New River	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Onslow	66%	NA	84%	NA	81%
OPC	NA	62%	76%	81%	75%
Pathways	59%	69%	76%	58%	71%
Piedmont	65%	61%	71%	77%	69%
Pitt	NA	67%	73%	85%	76%
Randolph	62%	75%	72%	NA	70%
Riverstone	NA	NA	75%	82%	78%
Roanoke-Chowan	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Rockingham	NA	73%	78%	NA	76%
Rutherford-Polk	NA	74%	73%	68%	72%
Sandhills	61%	64%	79%	NA	74%
Smoky Mountain	81%	68%	66%	NA	68%
Southeastern Center	69%	62%	73%	87%	71%
Southeastern Regional	76%	64%	78%	NA	76%
Tideland	69%	66%	80%	NA	77%
Trend	65%	49%	70%	NA	65%
VGFW	60%	67%	75%	68%	73%
Wake	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Wayne	NA	78%	63%	NA	65%
Wilson-Greene	68%	72%	79%	71%	76%
All Area Programs	65%	66%	75%	70%	73%

Note: **NA** denotes insufficient data to make a reliable comparison. Area Programs with less than 10 responses are not shown in the table.

Self-Assessment of Outcomes

Gender Summary by Area Program

This table summarizes consumer perceptions about their outcomes or progress for each area program by gender.

Consumer perceptions about their outcomes or progress was slightly higher for males compared to female consumers across all area programs though not in all programs.

Consumers Surveyed October 2000	Self-Assessment of Outcomes		
	Average Percent of Consumers Indicating They Were Doing Better		
	Males	Females	Gender Not Reported
Alamance-Caswell	75%	71%	69%
Albemarle	70%	62%	71%
Blue Ridge	74%	71%	77%
Catawba	72%	74%	61%
Centerpoint	74%	75%	70%
Crossroads	71%	68%	65%
Cumberland	77%	71%	71%
Davidson	72%	63%	68%
Duplin-Sampson	80%	76%	70%
Durham	75%	77%	69%
Edgecombe-Nash	76%	75%	68%
Foothills	69%	72%	67%
Guilford	77%	82%	63%
Johnston	74%	63%	78%
Lee-Harnett	76%	76%	82%
Lenoir	79%	63%	71%
Mecklenburg	Not Reported	Not Reported	Not Reported
Neuse	76%	73%	75%
New River	Not Reported	Not Reported	Not Reported
Onslow	84%	84%	77%
OPC	72%	76%	77%
Pathways	75%	72%	64%
Piedmont	72%	71%	65%
Pitt	71%	59%	82%
Randolph	70%	69%	74%
Riverstone	85%	74%	78%
Roanoke-Chowan	Not Reported	Not Reported	Not Reported
Rockingham	74%	76%	79%
Rutherford-Polk	79%	57%	73%
Sandhills	73%	71%	80%
Smoky Mountain	75%	66%	58%
Southeastern Center	71%	71%	72%
Southeastern Regional	78%	76%	75%
Tideland	77%	78%	75%
Trend	61%	67%	69%
VGFW	75%	70%	73%
Wake	Not Reported	Not Reported	Not Reported
Wayne	63%	66%	64%
Wilson-Greene	80%	75%	70%
All Area Programs	74%	71%	72%

Self-Assessment of Outcomes

Race and Ethnicity Summary by Area Program

This table summarizes consumer perceptions about their outcomes or progress for each area program by race and ethnicity.

Three out of four consumers indicated they were making progress or doing better. African Americans were slightly more likely overall to indicate progress.

Consumers Surveyed October
2000

Self-Assessment of Outcomes				
Average Percent of Consumers Indicating That They Were Doing Better				
	White	African American	Other (Hispanics, Native American, Asian)	Race/Ethnicity Not Reported
Alamance-Caswell	73%	74%	NA	69%
Albemarle	64%	71%	NA	69%
Blue Ridge	71%	78%	NA	77%
Catawba	74%	69%	NA	61%
Centerpoint	72%	77%	NA	70%
Crossroads	72%	54%	None Reported	62%
Cumberland	78%	77%	NA	70%
Davidson	66%	65%	NA	68%
Duplin-Sampson	72%	85%	NA	70%
Durham	80%	73%	NA	70%
Edgecombe-Nash	74%	77%	NA	68%
Foothills	73%	NA	NA	67%
Guilford	74%	83%	NA	63%
Johnston	60%	79%	NA	78%
Lee-Harnett	73%	81%	NA	82%
Lenoir	69%	77%	NA	71%
Mecklenburg	Not Reported	Not Reported	Not Reported	Not Reported
Neuse	74%	77%	63%	75%
New River	Not Reported	Not Reported	Not Reported	Not Reported
Onslow	84%	79%	NA	77%
OPC	74%	80%	NA	77%
Pathways	73%	76%	NA	64%
Piedmont	72%	70%	NA	65%
Pitt	64%	69%	None Reported	82%
Randolph	69%	75%	NA	74%
Riverstone	84%	77%	NA	78%
Roanoke-Chowan	Not Reported	Not Reported	Not Reported	Not Reported
Rockingham	75%	73%	NA	79%
Rutherford-Polk	72%	69%	None Reported	72%
Sandhills	71%	74%	63%	79%
Smoky Mountain	68%	NA	NA	58%
Southeastern Center	69%	77%	NA	72%
Southeastern Regional	73%	81%	71%	75%
Tideland	70%	83%	None Reported	75%
Trend	63%	NA	NA	69%
VGFW	68%	77%	70%	73%
Wake	Not Reported	Not Reported	Not Reported	Not Reported
Wayne	63%	67%	NA	64%
Wilson-Greene	73%	81%	NA	71%
All Area Programs	71%	76%	69%	72%

Note: **NA** denotes insufficient data to make a reliable comparison. Area Programs with less than 10 responses are not shown in the table.

Self-Assessment of Outcomes

Clients' Primary Disability Summary by Area Program

This table summarizes consumer perceptions about their outcomes or progress for each area program by clients' primary disability.

Overall three out of four consumers indicated they were doing better. Clients with mental health as their primary disability were somewhat less likely to feel they were doing better compared to the other two groups.

Consumers Surveyed October 2000	Self-Assessment of Outcomes			
	Average Percent of Consumers Indicating That They Were Doing Better			
	Mental Health	Substance Abuse	Developmental Disability	Primary Disability Not Reported
Alamance-Caswell	72%	72%	70%	76%
Albemarle	65%	75%	NA	66%
Blue Ridge	70%	77%	100%	77%
Catawba	74%	71%	NA	67%
Centerpoint	71%	78%	NA	73%
Crossroads	66%	76%	NA	67%
Cumberland	74%	72%	NA	72%
Davidson	66%	70%	NA	63%
Duplin-Sampson	77%	82%	NA	71%
Durham	74%	81%	81%	68%
Edgecombe-Nash	74%	82%	NA	67%
Foothills	72%	NA	None Reported	67%
Guilford	71%	NA	84%	63%
Johnston	65%	88%	NA	78%
Lee-Harnett	64%	NA	91%	81%
Lenoir	67%	84%	NA	70%
Mecklenburg	Not Reported	Not Reported	Not Reported	Not Reported
Neuse	72%	78%	80%	75%
New River	Not Reported	Not Reported	Not Reported	Not Reported
Onslow	85%	NA	NA	71%
OPC	77%	NA	NA	75%
Pathways	72%	81%	NA	64%
Piedmont	72%	88%	NA	65%
Pitt	64%	67%	None Reported	83%
Randolph	68%	76%	88%	70%
Riverstone	80%	NA	NA	76%
Roanoke-Chowan	Not Reported	Not Reported	Not Reported	Not Reported
Rockingham	70%	87%	NA	81%
Rutherford-Polk	69%	97%	NA	70%
Sandhills	70%	81%	72%	78%
Smoky Mountain	71%	65%	None Reported	58%
Southeastern Center	69%	72%	84%	73%
Southeastern Regional	74%	78%	80%	75%
Tideland	72%	88%	84%	74%
Trend	64%	NA	None Reported	69%
VGFW	70%	80%	NA	72%
Wake	Not Reported	Not Reported	Not Reported	Not Reported
Wayne	65%	58%	None Reported	NA
Wilson-Greene	78%	84%	NA	70%
All Area Programs	71%	77%	82%	72%

Note: **NA** denotes insufficient data to make a reliable comparison. Area Programs with less than 10 responses are not shown in the table.

Self-Assessment of Outcomes

Summary by Area Program by Year

This table summarizes for each area program by year consumer perceptions about their outcomes or progress.

Clients' perceptions that they were making progress declined slightly for area programs overall in 2000. All area programs had at least 62% or more of consumers surveyed indicate they were making progress in all three years.

Consumers Surveyed October 2000	Self-Assessment of Outcomes		
	Average Percent of Consumers Indicating They Were Doing Better		
	1998-Fall	1999-December	2000-October
Alamance-Caswell	75%	76%	73%
Albemarle	Not Reported	67%	66%
Blue Ridge	76%	76%	73%
Catawba	66%	74%	72%
Centerpoint	73%	76%	73%
Crossroads	68%	72%	69%
Cumberland	78%	79%	73%
Davidson	69%	65%	66%
Duplin-Sampson	84%	80%	77%
Durham	73%	76%	74%
Edgecombe-Nash	74%	79%	74%
Foothills	77%	77%	70%
Guilford	71%	71%	68%
Johnston	69%	79%	70%
Lee-Harnett	89%	88%	77%
Lenoir	82%	83%	72%
Mecklenburg	78%	78%	Not Reported
Neuse	78%	76%	75%
New River	74%	74%	Not Reported
Onslow	Not Reported	66%	81%
OPC	78%	76%	76%
Pathways	75%	78%	71%
Piedmont	73%	68%	69%
Pitt	71%	71%	76%
Randolph	67%	72%	70%
Riverstone	83%	78%	78%
Roanoke-Chowan	75%	80%	Not Reported
Rockingham	79%	78%	76%
Rutherford-Polk	Not Reported	73%	72%
Sandhills	79%	82%	74%
Smoky Mountain	74%	73%	68%
Southeastern Center	76%	73%	71%
Southeastern Regional	79%	81%	76%
Tideland	74%	78%	77%
Trend	69%	62%	65%
VGFW	Not Reported	77%	73%
Wake	74%	77%	Not Reported
Wayne	77%	75%	65%
Wilson-Greene	77%	77%	76%
All Area Programs	76%	76%	73%

Technical Notes

BACKGROUND

The Division has been conducting consumer satisfaction surveys since the fall of 1995. After research and comparison with surveys used in other states, the decision was made in 1998 to adopt the nationally recognized consumer survey developed for the Mental Health Consumer Oriented Report Card. This survey was developed by the Center for Mental Health Services (CMHS) in collaboration with representatives of the consumer community and the Mental Health Statistics Improvement Program (MHSIP). For more information about the national consumer satisfaction survey, research on it, and related issues, one may go to MHSIP's web site at www.mhsip.org.

SURVEY INSTRUMENT

The MHSIP consumer satisfaction survey has been developed over time, tested, and found to be statistically reliable and valid. The North Carolina Division of Mental Health, Developmental Disabilities, and Substance Abuse Services adopted the shortened twenty-one item version of the survey. Three versions of the survey are available in North Carolina: one for adult clients, one for adolescents (ages 12-17), and one for the parents of young children receiving services (ages 1-11). Each of the surveys asks the same questions with slightly different wordings. The survey is available in both English and Spanish. Based on input from advocacy groups and Division staff, the format of the survey has been modified slightly over time with identifying information such as client number and unique identifier being moved to the bottom of the page. A copy of the adult version of the survey is included at the end of the report. The survey has been provided in an optical-scan format to speed processing. Starting from 2000 a different survey more appropriate to the institutionalized patients will be used for consumers being served in state institution. This institution specific data is not included here.

ADMINISTRATION OF THE SURVEY

The survey was conducted across the state during the week of October 22-28, 2000. All clients who received a service during the week of the survey period were offered the opportunity to complete a survey. This approach is called point prevalence sampling. The advantages of the point prevalence technique for sampling is that it gives a good case mix (new admissions, long term clients, clients in a variety of services) and it limits the surveying to a single week, simplifying the process of administering the survey by area programs.

A total of 9910 usable surveys were returned from area programs. Of the people surveyed 68 percent were adults; 11 percent were children; adolescents comprised 12 percent; and the remaining 9 percent of the survey responses did not include information to determine age. The tables on the following pages provides a breakdown by area program of the number of completed usable surveys returned to the Division. No area program had less than 80 total clients surveyed with the average being 283.

CALCULATIONS

For each statement in the survey, respondents have five choices including "strongly agree", "agree", "neutral", "disagree", and "strongly disagree" as well as indicating the question is not applicable. For this report, the survey results have been simplified to only look at the percent of clients who either strongly agreed or agreed out of the total who responded to each statement. All of the statements are phrased positively so that the resulting numbers measure the percent of people expressing agreement or "satisfaction" with each statement.

The twenty-one questions are grouped into four domains: Overall Satisfaction, Access to Services, Appropriateness of Services, and Self Assessment of Outcomes. The groups were created based on a combination of logic and exploratory factor analytic procedures. The percent scores for each of the domains were created as a simple average of the respective individual statements for that domain.

Percent scores for combined area programs weigh each individual respondent equally so that larger area programs effectively have a greater influence on statewide averages due to their greater number of clients surveyed.

In this report for those consumers whose survey could not be matched against demographic data in the Division's Client Data Warehouse, their age, gender, races and ethnicity and primary disability are noted as 'not reported'. Due to insufficient number of responses by race and ethnic groups, Hispanics, Native Americans, Asians and Other are combined together as one group.

Consumer Satisfaction Survey - October 2000		
Total Usable Responses = 9910		
By Age Groups		
Child	1140	11.5%
Adolescent	1162	11.7%
Adult	6767	68.3%
Age Not Reported	841	8.5%
By Gender		
Female	3470	35.0%
Male	3813	38.5%
Gender Not Reported	2627	26.5%
By Clients' Primary Disability		
MH	5023	50.7%
SA	1317	13.3%
DD	440	4.4%
Primary Disability Not Reported	3130	31.6%
By Race and Ethnicity		
White	4584	46.3%
African American	2471	24.9%
Hispanic	4	0.0%
Native American	67	0.7%
Asian	9	0.1%
Other	70	0.7%
Race/Ethnicity Not Reported	2705	27.3%

Consumer Satisfaction Survey Respondents
Usable Survey Responses by Age Groups by Area Programs
for October 2000 Survey

Area Programs	Young Child	Adolescent	Adult	Not Reported	Total
Alamance-Caswell	64	37	183	4	288
Albemarle	46	40	222	2	310
Blue Ridge	40	32	310	12	394
Catawba	6	38	293	0	337
Centerpoint	38	51	563	13	665
Crossroads	19	17	138	3	177
Cumberland	6	41	140	40	227
Davidson	18	20	120	0	158
Duplin-Sampson	34	36	187	2	259
Durham	64	99	335	100	598
Edgecombe-Nash	34	23	218	8	283
Foothills	4	None Reported	77	5	86
Guilford	54	12	28	227	321
Johnston	43	29	190	3	265
Lee-Harnett	21	18	126	2	167
Lenoir	8	12	75	25	120
Mecklenburg	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Neuse	41	65	460	8	574
New River	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Onslow	13	8	52	7	80
OPC	4	18	149	46	217
Pathways	35	47	326	70	478
Piedmont	46	35	207	25	313
Pitt	0	43	22	80	145
Randolph	98	67	274	6	445
Riverstone	2	4	94	54	154
Roanoke-Chowan	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Rockingham	5	12	67	0	84
Rutherford-Polk	4	10	93	29	136
Sandhills	71	81	357	3	512
Smoky Mountain	13	25	85	3	126
Southeastern Center	95	69	347	18	529
Southeastern Regional	44	37	196	4	281
Tideland	42	19	233	3	297
Trend	45	29	80	3	157
VGFW	38	51	294	14	397
Wake	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Wayne	8	10	104	0	122
Wilson-Greene	37	27	122	22	208
All Area Programs	1140	1162	6767	841	9910

Consumer Satisfaction Survey Respondents
Usable Survey Responses by Gender by Area Program
for October 2000 Survey

Area Programs	Female	Male	Not Reported	Total
Alamance-Caswell	104	150	34	288
Albemarle	146	136	28	310
Blue Ridge	186	144	64	394
Catawba	150	168	19	337
Centerpoint	221	292	152	665
Crossroads	86	73	18	177
Cumberland	57	71	99	227
Davidson	94	48	16	158
Duplin-Sampson	92	110	57	259
Durham	183	227	188	598
Edgecombe-Nash	92	112	79	283
Foothills	37	36	13	86
Guilford	26	50	245	321
Johnston	115	93	57	265
Lee-Harnett	63	74	30	167
Lenoir	34	45	41	120
Mecklenburg	Not Reported	Not Reported	Not Reported	Not Reported
Neuse	154	216	204	574
New River	Not Reported	Not Reported	Not Reported	Not Reported
Onslow	23	18	39	80
OPC	87	56	74	217
Pathways	189	174	115	478
Piedmont	97	107	109	313
Pitt	15	25	105	145
Randolph	182	176	87	445
Riverstone	49	32	73	154
Roanoke-Chowan	Not Reported	Not Reported	Not Reported	Not Reported
Rockingham	32	41	11	84
Rutherford-Polk	32	49	55	136
Sandhills	154	255	103	512
Smoky Mountain	60	41	25	126
Southeastern Center	172	210	147	529
Southeastern Regional	77	111	93	281
Tideland	91	113	93	297
Trend	65	55	37	157
VGFW	176	177	44	397
Wake	Not Reported	Not Reported	Not Reported	Not Reported
Wayne	65	47	10	122
Wilson-Greene	64	81	63	208
All Area Programs	3470	3813	2627	9910

Consumer Satisfaction Survey Respondents Usable Survey Responses by Race and Ethnicity by Area Program for October 2000 Survey								
Area Programs	African American	White	Asian	Hispanic	Native American	Other	Not Reported	Total
Alamance-Caswell	78	173		1		2	34	288
Albemarle	61	209				6	34	310
Blue Ridge	54	273				3	64	394
Catawba	54	260				4	19	337
Centerpoint	213	289	1		1	6	155	665
Crossroads	18	140					19	177
Cumberland	66	54			3	4	100	227
Davidson	13	127			2		16	158
Duplin-Sampson	103	98	1				57	259
Durham	244	138			3	8	205	598
Edgecombe-Nash	125	77		1	1		79	283
Foothills	8	64				1	13	86
Guilford	38	37	1				245	321
Johnston	78	125		2		3	57	265
Lee-Harnett	47	87			2		31	167
Lenoir	41	37	1				41	120
Mecklenburg	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Neuse	93	254	2		7	4	214	574
New River	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Onslow	13	25				3	39	80
OPC	35	104			1	2	75	217
Pathways	65	294	1		2	1	115	478
Piedmont	46	155			1	1	110	313
Pitt	25	15					105	145
Randolph	24	330			1	2	88	445
Riverstone	46	33			2		73	154
Roanoke-Chowan	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Rockingham	15	57				1	11	84
Rutherford-Polk	11	68					57	136
Sandhills	197	183			10	3	119	512
Smoky Mountain	1	95	1		1	3	25	126
Southeastern Center	137	228	1		1	6	156	529
Southeastern Regional	94	73			18	1	95	281
Tideland	116	88					93	297
Trend	7	108			1	3	38	157
VGFW	171	164			10	3	49	397
Wake	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Wayne	48	64					10	122
Wilson-Greene	86	58					64	208
All Area Programs	2471	4584	9	4	67	70	2705	9910

Consumer Satisfaction Survey Respondents
Usable Responses By Clients' Primary Disability
for October 2000 Survey

Area Programs	Mental Health	Substance Abuse	Developmental Disability	Not Reported	Total
Alamance-Caswell	153	24	28	83	288
Albemarle	233	43	1	33	310
Blue Ridge	229	93	10	62	394
Catawba	171	143	1	22	337
Centerpoint	218	81	6	360	665
Crossroads	112	42	2	21	177
Cumberland	103	27	1	96	227
Davidson	127	15	4	12	158
Duplin-Sampson	143	51	2	63	259
Durham	262	112	30	194	598
Edgecombe-Nash	142	48	2	91	283
Foothills	68	6	None Reported	12	86
Guilford	24	1	47	249	321
Johnston	184	20	5	56	265
Lee-Harnett	74	3	62	28	167
Lenoir	57	17	2	44	120
Mecklenburg	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Neuse	272	71	24	207	574
New River	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Onslow	39	9	1	31	80
OPC	126	6	1	84	217
Pathways	301	57	5	115	478
Piedmont	135	16	6	156	313
Pitt	25	16	None Reported	104	145
Randolph	236	54	21	134	445
Riverstone	57	5	2	90	154
Roanoke-Chowan	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Rockingham	52	18	2	12	84
Rutherford-Polk	54	11	7	64	136
Sandhills	284	92	11	125	512
Smoky Mountain	85	16	None Reported	25	126
Southeastern Center	266	85	15	163	529
Southeastern Regional	90	10	62	119	281
Tideland	107	28	64	98	297
Trend	113	7	None Reported	37	157
VGFW	269	60	7	61	397
Wake	Not Reported	Not Reported	Not Reported	Not Reported	Not Reported
Wayne	105	11	None Reported	6	122
Wilson-Greene	107	19	9	73	208
All Area Programs	5023	1317	440	3130	9910

Consumer Satisfaction Survey		
Survey Responses By Year		
Area Programs	1999	2000
Alamance-Caswell	329	288
Albemarle	460	310
Blue Ridge	421	394
Catawba	440	337
Centerpoint	1104	665
Crossroads	180	177
Cumberland	284	227
Davidson	173	158
Duplin-Sampson	376	259
Durham	671	598
Edgecombe-Nash	384	283
Foothills	307	86
Guilford	393	321
Johnston	297	265
Lee-Harnett	232	167
Lenoir	245	120
Mecklenburg	1925	Not Reported
Neuse	1026	574
New River	225	Not Reported
Onslow	72	80
OPC	290	217
Pathways	735	478
Piedmont	205	313
Pitt	73	145
Randolph	429	445
Riverstone	213	154
Roanoke-Chowan	213	Not Reported
Rockingham	217	84
Rutherford-Polk	318	136
Sandhills	794	512
Smoky Mountain	172	126
Southeastern Center	178	529
Southeastern Regional	352	281
Tideland	361	297
Trend	145	157
VGFW	668	397
Wake	1160	Not Reported
Wayne	307	122
Wilson-Greene	218	208
All Area Programs	16,728	9,910

Consumer Satisfaction Survey

Response Rate For October 2000 Survey

Area Programs	Persons Served in Area Programs FY 2000	Persons Surveyed October 2000	Survey Rate (Surveyed Persons as Percent of Those Served FY- 2000)	Percent of Median Survey Rate
Alamance-Caswell	5,751	288	5.0%	125%
Albemarle	4,795	310	6.5%	161%
Blue Ridge	8,903	394	4.4%	110%
Catawba	5,170	337	6.5%	162%
Centerpoint	12,787	665	5.2%	130%
Crossroads	12,507	177	1.4%	35%
Cumberland	7,158	227	3.2%	79%
Davidson	4,774	158	3.3%	82%
Duplin-Sampson	4,161	259	6.2%	155%
Durham	8,646	598	6.9%	172%
Edgecombe-Nash	9,163	283	3.1%	77%
Foothills	9,930	86	0.9%	22%
Guilford	22,364	321	1.4%	36%
Johnston	4,029	265	6.6%	164%
Lee-Harnett	5,124	167	3.3%	81%
Lenoir	3,753	120	3.2%	80%
Mecklenburg	21,552	Not Reported	Not Reported	Not Reported
Neuse	6,326	574	9.1%	226%
New River	5,498	Not Reported	Not Reported	Not Reported
Onslow	4,937	80	1.6%	40%
Orange-Person-Chatham	6,573	217	3.3%	82%
Pathways	10,455	478	4.6%	114%
Piedmont	7,563	313	4.1%	103%
Pitt	4,937	145	2.9%	73%
Randolph	4,800	445	9.3%	231%
Riverstone	3,701	154	4.2%	104%
Roanoke-Chowan	5,388	Not Reported	Not Reported	Not Reported
Rockingham	3,842	84	2.2%	54%
Rutherford-Polk	4,381	136	3.1%	77%
Sandhills	6,419	512	8.0%	199%
Smoky Mountain	15,249	126	0.8%	21%
Southeastern Area	9,079	529	5.8%	145%
Southeastern Regional	10,541	281	2.7%	66%
Tideland	6,533	297	4.5%	113%
Trend	3,913	157	4.0%	100%
Vance-Granville-Franklin-Warren	6,910	397	5.7%	143%
Wake	10,519	Not Reported	Not Reported	Not Reported
Wayne	4,763	122	2.6%	64%
Wilson-Greene	7,351	208	2.8%	71%
All Area Programs	300,245	9,910	3.3%	
All Reporting Programs	257,288	9,910	3.9%	

Note: Percent of Median greater than 100% means that more persons were surveyed relative to the number of persons served in the area program than the median rate for all reporting area programs of 4.0%.



25357

North Carolina Consumer Satisfaction Survey (Adult)

Please mark the response that best represents your opinion about the following issues and statements. If the question does not apply to you mark Not Applicable. (N/A)

	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	N/A
1. I liked the services that I received.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. If I had other choices, I would still choose to get services from this agency.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I would recommend this agency to a friend or family member.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The location of services was convenient (parking, public transportation, distance, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Staff were willing to see me as often as I felt it was necessary.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Staff returned my call within 24 hours.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Services were available at times that were good for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. I was able to get all the services I thought I needed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Staff here believe that I can grow, change and get better.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. I felt free to complain.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Staff told me what side effects to watch for.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Staff respected my wishes about who is, and is not, to be given information about my treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. My caregivers were sensitive to my cultural/ethnic background.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Staff helped me to obtain the information I needed so that I could take charge of managing my problems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. I deal more effectively with daily problems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. I am better able to control my life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. I am better able to deal with crisis.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. I am getting along better with my family.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. I do better in social situations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. I am doing better in school and/or work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. My symptoms are not bothering me as much.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

UNIQUE ID:

FACILITY:

CLIENT NUMBER

LOCAL USE

COMPLETED BY

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If you have any suggestions on how we might improve the administering, reporting, or use of consumer satisfaction information for North Carolina's mental health, developmental disabilities, and substance abuse services system and help support efforts at improving the quality of care being provided please contact the appropriate state staff at the addresses listed below.

Staff to Contact

Administering and Processing the Survey	Reporting and Analyzing the Survey Results
Data Operations Branch Information Technology Section Division of MH/DD/SAS 3019 Mail Service Center Raleigh, North Carolina 27699-3019	Program Evaluation Branch Advocacy, Client Rights, and Quality Improvement Section Division of MH/DD/SAS 3009 Mail Service Center Raleigh, North Carolina 27699-3009

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